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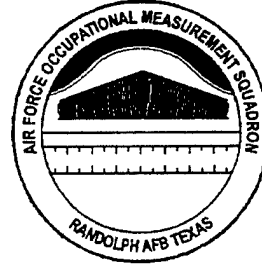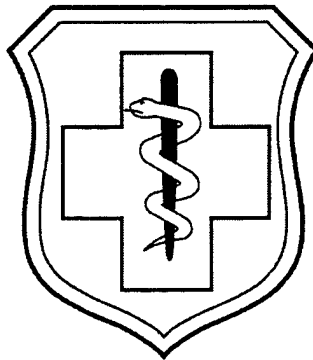
OCCUPATIONAL SURVEY REPORT

HEALTH SERVICES MANAGEMENT
4AOX1

STUDY: 2373

DECEMBER 1999

OCCUPATIONAL ANALYSIS PROGRAM
AIR FORCE OCCUPATIONAL MEASUREMENT SQUADRON
AIR EDUCATION and TRAINING COMMAND
1550 5TH STREET EAST
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PREFACE

This report presents the results of an Air Force Occupational Survey of the Health Services Management career ladder, Air Force Specialty Code (AFSC) 4A0X1. Authority for conducting occupational surveys is contained in AFI 36-2623. Computer products used in this report are available for use by operations and training officials.

The survey instrument was developed by 1Lt Nicole D. Rahmer. Computer programming support was provided by Ms. Karen B. Tilghman and administrative support was provided by Ms. Dolores Navarro. Second Lieutenant Jean M. Callaghan analyzed the data and wrote the final report. This report has been reviewed and approved by Lt. Col. Roger W. Barnes, Chief, Airman Analysis Section, Occupational Analysis Flight, Air Force Occupational Measurement Squadron (AFOMS).

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies are available upon request to AFOMS/OMYXI, 1550 5th Street East, Randolph Air Force Base, Texas 78150-4449, or by calling DSN 487-6811. For information on the Air Force occupational survey process or other on-going projects, visit our web site at http://www.omsq.af.mil.

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SUMMARY OF RESULTS

1. **Survey Coverage**: AFSC 4A0X1 personnel were surveyed to provide current job and task data for use in updating career ladder documents and training programs. Survey results are based on 50 percent stratified random sampling of the total population. The personnel represent 1,390 Active Duty (AD), Air National Guard (ANG), and Air Force Reserve Command (AFRC) respondents across the Health Services Management career field, accounting for 27 percent of the total population and 58 percent of the total survey.

2. **Specialty Jobs**: The specialty job analysis associated with this report includes respondents from the 4A0X1 career ladder. Seven jobs and 11 clusters were identified, accounting for 80 percent of the total sample. The remaining 20 percent, for one reason or another, did not group into one of these jobs or clusters. The Outpatient Records Cluster is the predominant job or cluster accounting for 25 percent of the survey population.

3. **Career Ladder Progression**: Skill-level progression for members of this AFSC is typical, with a move from technical work at the 3- and 5-skill levels to supervisory and management work beginning at the 7-skill level. Members spend less time on technical tasks as they progress through the skill levels. Air National Guard and AFRC respondents remain more technically oriented than their AD counterparts.

4. **Training Analysis**: The current STS provides comprehensive coverage of the work performed by career ladder personnel. Some STS elements warrant review of proficiency coding based on survey data.

5. **Job Satisfaction**: Job satisfaction is much lower for first-enlistment airmen when compared to like medical career ladders, but re-enlistment intentions are rated higher. There was little difference in job satisfaction across all TAFMS groups from the previous survey.

6. **Implications**: Survey results indicate that the present classification structure, as described in the latest specialty description, accurately portrays the jobs performed by members of this career ladder. Career ladder training documents provide comprehensive coverage. Job satisfaction is fairly low for first-enlistment personnel compared to like career ladders. There is little difference in job satisfaction across all TAFMS groups from the previous survey.

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OCCUPATIONAL SURVEY REPORT (OSR)
HEALTH SERVICES MANAGEMENT
(AFSC 4A0X1)

INTRODUCTION

This is an Occupational Survey Report (OSR) of the Air Force Specialty Code (AFSC), 4A0X1, Health Services Management career ladder conducted by the Air Force Occupational Measurement Squadron (AFOMS).

Authority for conducting occupational surveys is contained in AFI 36-2623. Computer products used in this report are available for use by operations and training officials.

Survey data will be used to identify current utilization patterns among career ladder personnel and evaluate career ladder documents and training programs. The last OSR published for the Health Services Management career ladder was June 1996.

Background

As described in the AFMAN 36-2108, *Airman Classification,* 31 October 1999, *Specialty Description*, dated 30 April 1998, Health Services Management personnel plan, develop, manage, and perform health services activities.

Personnel entering the AFSC 4A0X1 career ladder must attend the Health Services Management Apprentice course at Sheppard AFB lasting 31 days. During this course there are 4 days of J3AQR40030-002, Basic Medical Readiness. Upon completion of this AFSC awarding course, the graduate is awarded the 3-skill level.

Entry into this career ladder currently requires an Armed Forces Vocational Aptitude Test Battery (ASVAB) a general score of 43; a strength factor of "G" (Weight lift of 40 lbs.) is also required.

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SURVEY METHODOLOGY

Inventory Development

This survey instrument was developed to include the tasks performed by AFSC 4A0X1, Health Services Management personnel. The data collection instrument for this occupational survey was USAF Job Inventory (JI) Occupational Survey Study Number (OSSN) 2373, dated April 1999. A tentative task list was prepared for the 4A0X1 AFSC after reviewing pertinent career ladder publications and directives, pertinent tasks from the previous survey instrument, and data from the last OSR. The preliminary task list was refined and validated through personal interviews with 35 subject-matter experts (SMEs) at the following training location and operational installations:

BASE	UNIT VISITED
Sheppard AFB TX	384 TRS
	82 MDSS
Lackland AFB TX	59 MW
Scott AFB IL	375 MDSS
Kelly AFB TX	433 AES
Ellington Field TX	147 MDSS

The resulting JI contains a comprehensive listing of 549 tasks grouped under 17 duty headings. A background section is also encompassed in the JI requesting such information as base of assignment, command of assignment, organizational level of assignment, job title, functional area, automated systems used, computer software used, and equipment used or operated.

Survey Administration

From April 99 through July 99, base training offices at operational units worldwide administered the inventory to eligible AFSC 4A0X1 personnel. Job incumbents were selected from a computer-generated mailing list obtained from personnel data tapes maintained by the Air Force Personnel Center, Randolph AFB TX. Each individual who completed the inventory first completed an identification and biographical information section and then checked each task performed in his or her current job. After checking all tasks performed, each member then rated each of these tasks on a 9-point scale, showing relative time spent on that task, as compared to all other tasks checked. The ratings ranged from 1 (very small amount time spent) through 5 (about average time spent) to 9 (very large amount time spent). To determine relative time spent for

each task checked by a respondent, all of the incumbent's ratings are assumed to account for 100 percent of his or her time spent on the job and are summed. Each task rating is then divided by the total task ratings and multiplied by 100 to provide a relative percentage of time for each task. This procedure provides a basis for comparing tasks in terms of both percent members performing and average percent time spent.

<u>Survey Sample</u>

Table 1 reflects the percentage of distribution, by Duty AFSC (DAFSC), of assigned AFSC 4A0X1 personnel as of April 1999. The 1390 respondents in the final sample represent 27 percent of the total assigned personnel and 58 percent of the total personnel surveyed. Table 2 reflects the paygrade and MAJCOM distribution for this study.

TABLE 1

DAFSC DISTRIBUTION OF SURVEYED PERSONNEL

DAFSC	PERCENT OF ASSIGNED*	PERCENT OF SAMPLE
4A031	19	22
4A051	55	52
4A071	22	23
4A091	4	3

TOTAL ASSIGNED* = 5,135
TOTAL SURVEYED** =2.386
TOTAL IN SURVEY SAMPLE = 1,390
PERCENT OF ASSIGNED IN SAMPLE = 27%
PERCENT OF SURVEYED IN SAMPLE = 58%
 * Assigned strength as of March 1999
 ** Excludes personnel in PCS, student, or hospital status, or less than 6 weeks on the job

TABLE 2
PAYGRADE DISTRIBUTION OF SURVEY SAMPLE

PAYGRADE	Percent of Assigned	Percent of Sample
E-1 – E-2	5	5
E-3	16	18
E-4	27	24
E-5	26	27
E-6	15	16
E-7	9	8
E-8	2	2

TABLE 3
MAJOR COMMAND DISTRIBUTION OF SURVEY SAMPLE

COMMAND	Percent of Assigned	Percent of Sample
AMC	12	13
AFSOC	1	1
ACC	14	16
AETC	15	19
AFMC	10	11
AFSPC	2	3
USAFE	5	5
PACAF	7	10
AFRC	20	11
ANG	11	7
OTHER	3	4

As can be seen from Tables 1 and 2, the DAFSC, Paygrade, and Command distributions of the survey sample are extremely close to the percent assigned. This indicates a high probability that the survey is an accurate representation of the respective populations for this career ladder.

Task Factor Administration

Job descriptions alone do not provide sufficient data for making decisions about career ladder documents or training programs. Task factor information is needed for a complete analysis of the career ladder. To obtain the needed task factor data, selected senior AFSC 4A0X1 personnel (generally E-6 or E-7 craftsmen) complete a second disk for either training emphasis (TE) or task difficulty (TD). These disks were processed separately from the JIs. This information is used in a number of different analyses discussed in more detail within the report.

Training Emphasis (TE): TE is a rating of the amount of emphasis that should be placed on tasks in entry-level training. The 57 senior NCOs who completed a TE booklet were asked to select tasks they felt require some sort of structured training for entry-level personnel and then indicate how much training emphasis these tasks should receive, from 1 (extremely low emphasis) to 9 (extremely high emphasis). Structured training is defined as training provided at resident training schools, field training detachments (FTD), mobile training teams (MTT), formal on-the-job-training (OJT), or any other organized training method. Interrater agreement for these 57 raters was unacceptable. Since personnel in the 4A0X1 AFSCs could not agree on what tasks rated highest in training importance, the TE data is considered unreliable for further analysis.

Task Difficulty (TD): TD is an estimate of the amount of time needed to learn how to do each task satisfactorily. The 52 senior NCOs who completed TD booklets were asked to rate the difficulty of each task using a 9-point scale (extremely low to extremely high). Interrater reliability was acceptable. Ratings were standardized so tasks have an average difficulty of 5.00 and a standard deviation of 1.00. Any task with a TD rating of 6.00 or above is considered to be difficult to learn.

When used in conjunction with the primary criterion of percent members performing, TE and TD ratings can provide insight into first-enlistment personnel training requirements. Such insights may suggest a need for lengthening or shortening portions of instruction supporting entry-level jobs.

SPECIALTY JOBS

The first step in the analysis process is to identify the structure of the career ladder in terms of the jobs performed by the respondents. The Comprehensive Occupational Data Analysis Program (CODAP) assists by creating an individual job description for each respondent based on the tasks performed and relative amount of time spent on these tasks. The CODAP automated job clustering program then compares all the individual job descriptions, locates the two descriptions with the most similar tasks and time spent ratings, and combines them to form a composite job description. In successive stages, CODAP either adds new members to this initial group, or forms new groups based on the similarity of tasks and time spent ratings.

The basic group used in the hierarchical clustering process is the **_Job_**. When two or more jobs have a substantial degree of similarity, in tasks performed and time spent on tasks, they are grouped together and identified as a **_Cluster_**. The structure of the career ladder is then defined in terms of jobs and clusters of jobs.

Overview of Specialty Jobs

Based on the analysis of tasks performed and the amount of time spent performing each task, seven independent jobs and eleven clusters were identified within the career ladder. Figure 1 illustrates the jobs and clusters performed by 4A0X1 personnel.

A listing of these jobs and clusters is provided below. The stage (ST) number shown beside each title references computer printed information, the letter "N" indicates the number of personnel in each group.

I. OUTPATIENT RECORDS CLUSTER (ST173, N=348)

II. SUPERVISORY CLUSTER (ST107, N=213)

III. MEDICAL INFORMATION SYSTEMS JOB (ST320, N=155)

IV. ADMISSIONS AND DISPOSTITIONS CLUSTER (ST134, N=60)

V. AEROMEDICAL EVACUATION CLUSTER (ST111, N=59)

VI. MEDICAL READINESS JOB (ST223, N=54)

VII. SQUADRON ADMINSTRATION CLUSTER (ST214, N=46)

VIII. TRAINING CLUSTER (ST132, N=38)

IX.   MEDICAL EVALUATION BOARD CLUSTER (ST218, N=25)

X.   ALTERNATE CARE CLUSTER (ST114, N=23)

XI.   GENERAL ADMINISTRATION CLUSTER (ST123, N=23)

XII. ACCOUNTING CLUSTER (ST185, N=18)

XIII. RESOURCE MANAGEMENT CLUSTER (ST145, N=17)

XIV. MANAGED CARE JOB (ST300, N=17)

XV.   FACILITIES MANAGEMENT JOB (ST270, N=9)

XVI. MEDICAL MANPOWER JOB (ST272, N=7)

XVII. MEDICAL MOBILITY JOB (ST200, N=5)

XVIII. INPATIENT RECORDS JOB (ST198, N=5)

The respondents forming these jobs and clusters account for 58 percent of the survey sample. The remaining 20 percent, for various reasons did not group into one of these jobs or clusters. Examples of the not grouped job titles for these personnel include CDC Writer, Security Manager, Quality Manager, LAN Manager, and Resource Manager.

AFSC 4A0X1 CAREER LADDER SPECIALTY JOBS
(N =1390)

Admissions & Dispositions Cluster 4%

Other 11%

Not Grouped 20%

Outpatient Records Cluster 25%

Supervisory Cluster 15%

Training Cluster 3%

Medical Readiness Job 4%

Aeromedical Evac Cluster 4%

Medical Info Systems Job 11%

Squadron Admin Cluster 3%
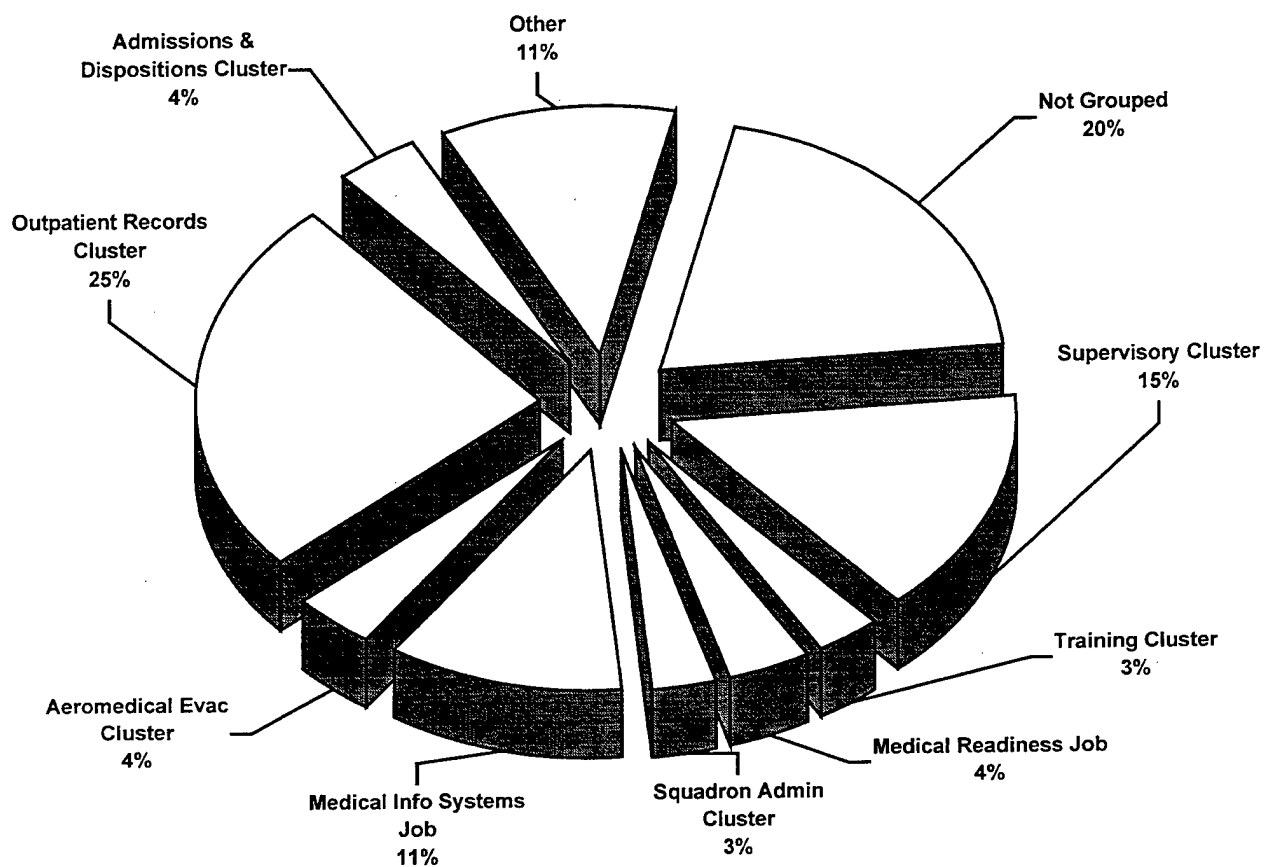
FIGURE 1

<u>Group Descriptions</u>

The following paragraphs contain brief descriptions of the jobs and clusters identified through the career ladder structure analysis. Table 4 presents the relative time spent on duties by members of these specialty jobs and clusters. Selected background data for these jobs and clusters are provided in Table 5. Representative tasks for all the groups are contained in Appendix A. Table 6 shows a job comparison between the current and 1996 surveys.

I. <u>OUTPATIENT RECORDS CLUSTER (ST173)</u>: The 348 airmen performing within this cluster (25 percent of the survey sample) represent the largest portion of the career ladder. They spend 73 percent of their time performing the duty of outpatient records as can be seen in Table 4. They perform an average number of 25 tasks. Distinctive tasks performed include:

- File forms in outpatient records
- File paperwork using medical record charegeout guides
- File or charge outpatient records for mobility, other than for mobility process
- Search for misplaced outpatient records
- Create outpatient records for new patients
- File or charge out outpatient records for mobility processing
- Retire outpatient records
- Pick up outpatient records from physicians or clinics to return to files
- Perform annual inventories of outpatient records
- Prepare outpatient records for transfer within MTFs
- Perform quality control checks of outpatient records
- Screen incoming or outgoing inpatient records
- Annotate sensitivity information on outpatient record folders
- Forward appointment sheets or outpatient record folders

Sixty-seven percent of the members in this career field are Active Duty, averaging 3 ½ years in the career field and nearly 4 ½ years in the service (Table 5). The predominant skill levels in this area are 3 and 5. The majority of the grades are E-3, E-4, and E-5.

There are three different jobs within this cluster. They breakdown by (a) Supervisor Job, (b) Outpatient Records Technician Job, and (c) Reserve Forces Supervisor Job. All of these jobs are similar within the outpatient records cluster but are considerably different in other tasks.

A. *Supervisor Job (ST246)*: There are 44 members within this specific job. Out of these 44 members 54 percent of them are Active Duty. The differences in this job compared with other jobs in this cluster are that 80 percent are E-5s and E-6s. The major skill levels are 5 and 7. Ninety-one percent of these members are performing supervisory tasks along with outpatient records tasks. Some examples of the tasks being performed are filing outpatient records,

searching for misplaced outpatient records, and conducting OJT. That would explain why the airmen are performing 35 percent of their time in outpatient records and 35 percent of their time in management and supervisory activities.

B. Outpatient Records Technician Job (ST243): The majority of individuals within this cluster are concentrated in this job containing 287 members. Seventy-two percent of the members are Active Duty. These airmen perform 81 percent of their time performing the duties of outpatient records. Twenty-five is the average number of tasks performed by its members. This reveals that these individuals' efforts are concentrated strictly within outpatient records tasks and duties. The predominant paygrade in this job is E-3 and E-4. The skill levels that are prevalent in this job are 3 and 5.

C. Reserve Forces Supervisory Job (ST354): There are five members within the cluster performing this job with 80 percent in the guard and the reserves. All of these members are supervising. This cluster is like the Supervisory Job stated above with the majority of 5- and 7-skill level, mostly E-5s. Management and supervisory activities is the top duty performed. All of their top tasks deal with supervisory tasks and outpatient records tasks. The one difference in this job from the other supervisory job is the prominence of the guard and reserve forces.

II. **SUPERVISORY CLUSTER (ST107)**: This cluster is the second largest portion of the survey sample containing 213 members (15 percent of the survey sample). The main duty members perform is management and supervisory activities that takes up 49 percent of their time (Table 4). The main tasks that are performed are:

- Counsel subordinates concerning personal matters
- Determine or establish work assignments or priorities
- Conduct supervisory performance feedback sessions
- Write recommendations for awards or decorations
- Conduct on-the-job training
- Interpret policies, directives, or procedures for subordinates
- Establish performance standards for subordinates
- Write or indorse military performance reports
- Evaluate personnel for compliance with performance standards
- Evaluate personnel for promotion, demotion, reclassification, or special awards
- Conduct supervisory orientations for newly assigned personnel
- Write job or position descriptions
- Conduct self-inspections or self-assessments

This cluster contains 83 percent AD members who are mostly 5- and 7-skill level. The paygrades that primarily make up this cluster are E-5, E-6, and E-7. The average number of tasks these individuals perform is 71. This reveals that these individuals are doing an extraordinary amount of tasks, which stands to reason why they are supervising. The average

amount of time spent in the career field by an AD member is about 11 ½ years and about 15 ½ years in the military (Table 5).

Within some of the other clusters there will be supervisory jobs. The reason this cluster breaks out from other supervisory jobs is that these individuals are doing a greater amount of tasks versus other supervisor jobs. Also the other supervisor jobs within the other clusters are also doing tasks related specifically to that cluster.

This cluster is comprised of other jobs. These jobs are (a) Medical Squadron Personnel Supervisor Job, (b) Managed Care Supervisor Job, (c) General Administration Supervisor Job, and (d) Outpatient Records Supervisor Job. The similarity in these jobs is the supervisory tasks that each one performs, but the differences lie in the areas that the members supervise.

A. Medical Squadron Personnel Supervisor Job (ST 386): This job contains 11 members performing not only supervisory tasks but also squadron personnel tasks, these are also the top duties areas performed by these airmen. Some examples of these personnel tasks would be:

- Determine or establish logistics requirements such as personnel and equipment
- Assist squadron personnel in updating personal information using PCIII
- Manage mail distribution

All of the members within this job are active duty with the majority possessing the 5-skill level. Also, the dominant paygrade in this area is E-5.

B. Managed Care Supervisor Job (ST 283): The six members in this job are all active duty with the majority of members at a 5-skill level. All of the members in this job are E-5s. Once again the major tasks and duties performed in this job are supervisory, but also managed care. Some examples of the managed care tasks would be:

- Act as a liaison among contractors, medical treatment facilities (MTFs), and lead agents
- Monitor TRICARE enrollment
- Determine patient eligibility for medical care
- Conduct managed care health benefits briefings
- Investigate primary care manager (PCM) assignment discrepancies

C. General Administration Supervisor Job (ST 258): This area is mostly comprised of members in the reserve forces. The 24 individuals in this area are mostly 5- and 7-skill level, with paygrades ranging from E-5 to E-7. Their main tasks are supervisory but also general administration as well. Some examples of the general administrative tasks are:

- Maintain administrative files
- Initiate requests for official military orders
- Manage mail distribution
- Write minutes of briefings, conferences, or meetings

D. Outpatient Records Supervisor Job (ST 287): Three of the five members in this job are active duty. The majority of the members are E-5s. The principal skill levels are 5 and 7. The main tasks that this job performs besides supervisory activities are:

- Search for misplaced outpatient records
- File forms in outpatient records
- Pick up outpatient records from physicians or clinics and return to files
- Prepare requested outpatient records for transfer within MTF
- Perform quality control checks of outpatient records

III. MEDICAL INFORMATION SYSTEMS JOB (ST 320): This area contains 155 individuals (11 percent of the survey sample), with 97 percent on active duty. Table 4 states that 81 percent of their time spent is in Duty H, which is a medical information systems activity. The other largest duty that is performed is supervisory and management activity. The main tasks within this job are:

- Load computer systems software releases or updates
- Perform software loads
- Install computer software
- Troubleshoot software problems
- Troubleshoot computer hardware problems
- Update system configurations, such as logons or printers
- Remove or replace computer systems components or accessories
- Update system information, such as system users or passwords
- Perform system shutdown or startup procedures
- Restart single users after workstation hang-ups
- Restore software
- Maintain computer systems accounts

The average number of tasks that are performed in this job is 47. Sixty-two percent of the airmen are E-4s and E-5s and 155 members possess the 5- and 7- skill level. The active duty members have been in the career field for about 8 ½ years and have been in the service for nearly 10 years (Table 5).

IV. ADMISSIONS AND DISPOSITIONS CLUSTER (ST 134): The 60 members in this cluster make up four percent of the survey sample. Table 4 also reveals that the two main duties are B and G, admissions and dispositions activities and inpatient records activities respectively. Since 65 percent of their time is spent performing duties within admissions and dispositions, many of the tasks listed below strictly relate to A&D tasks:

- Admit or discharge patients

- Create embossed patient identification cards
- Educate patients on advanced medical directives
- Prepare or distribute admissions and dispositions (A&D) reports
- Notify units concerning admissions of members to hospital
- Collect information for notifications of next of kin in event of patient deaths
- Monitor active-duty patients in civilian facilities
- Prepare medical identification cards or bands for patients
- Prepare death certificates, other than fetal
- Obtain approval signatures for autopsies
- Notify higher headquarters, other than HQ USAF, concerning admissions of 0-6 or key staff personnel
- Notify Departments of Army or Navy concerning admissions of Army, Navy, or Marine personnel

All of the individuals are active duty, holding a 3- and 5- skill level. The principal paygrades are E-3 and E-4. These members have spent 3 ½ years in the career field and about 5 ½ years in service (Table5).

This cluster has two main jobs within it (a) Admissions and Dispositions Technician Job and (b) Ward Admissions and Dispositions Job.

A. Admissions and Dispositions Technician Job (ST265): The individuals within this job are performing A&D activities. Their top duties are admissions and dispositions activities as well as inpatient records activities. Their top tasks all pertain to A&D tasks as stated above. The reason this job broke out from the A&D cluster is that the members are a lower paygrade and skill-level. These 50 members are mainly 3- and 5-skill level as well as the principal paygrade being E-3 and E-4.

B. Ward Admissions and Dispositions Job (ST 306): These five individuals are all E-3s and possess a 3-skill level. The concentrated duties in this job are inpatient records and admissions and dispositions activities as well. The tasks within this job pertain to A&D activities also, but their activities also deal with the wards. Eighty percent of their time is spent performing activities in hospital wards.

V. AEROMEDICAL EVACUATION CLUSTER (ST 111): This cluster also makes up 4 percent of the survey sample. The top duty that is performed in this job is aeromedical evacuation along with managed care and management and supervisory activities (Table 4). The average number of tasks that these members perform is 63. The different tasks that are performed can be seen below:

- File air evacuation mission documents

- Perform antihijacking or search procedures for outgoing air evacuation patients, attendants, or baggage
- Coordinate special handling or urgent or priority patients with appropriate agencies
- Initiate and update Defense Medical Reporting Information System (DMRIS) patent files through GPMRC
- Brief departing air evacuation patients
- Inventory baggage or equipment or air evacuation patients
- Coordinate patient or attendant movement with Aeromedical Evacuation Coordination Center (AECC)
- Brief medical crew directors or other attendants at on-load or off-load points
- Confirm final or interim destinations of air evacuation patients
- Load or unload baggage or equipment
- Assemble patient records, medical supplies, or equipment for air evacuations
- Coordinate patient hospital designations with GPMRC

These individuals are 83 percent active duty with 6 years in the career field and about 10 years in the military. These 59 individuals have the predominant 5-skill level. The majority of members are E-3 through E-5 (Table 5).

Three jobs are contained within this cluster. These jobs are (a) Air Evacuation Administrator Job, (b) Air Evacuation Controller Job, and (c) Air Evacuation Technician Job. All three of these jobs perform the tasks of aeromedical evacuation, but there are slight differences between each one.

A. Air Evacuation Administrator Job (ST 315): The six individuals in this job not only perform aeromedical evacuation activities, they also perform administrative tasks within the hospital or clinic. They also perform the duties of aeromedical evacuation activities and administrative activities in A&D, outpatient records, and managed care. Some examples are of the administrative tasks they perform are:

- Prepare or distribute admission and disposition reports
- Determine patient eligibility for medical care
- Monitor or maintain third party liability (TPL) programs
- Admit or discharge patients
- Monitor active duty patients in civilian facilities
- Report patient injuries to other base agencies

Five is the main skill level within this job. The majority of the people are E-4. There is 83 percent active duty members within this area.

B. Air Evacuation Controller Job (ST 282): The main duty that is performed in this job is aeromedical evacuation activities. The second duty that is performed is supervisory and management activities. These 36 individuals are not supervisors, but perform more managerial tasks in the area of aeromedical evacuation. Since these individuals are not just performing

aeromedical evacuation activities would only stand to reason why their average number of tasks is 71. These individuals are mostly of the 5- and 7-skill level with the principal grades of E-4 through E-6.

    C. Air Evacuation Technician Job (ST 366): The 13 members within this job are all AD. The predominant skill levels are 3 and 5 with the predominant paygrades being E-3 and E-4. Their main duty is aeromedical evacuation activities and they also do a small percentage of managed care activities. The reason this particular job separates from the two above is that one can see there is a lower skill level and paygrade that is performing this job. These individuals are engaging in the more technical tasks of the aeromedical evacuation cluster.

    VI. <u>MEDICAL READINESS JOB (ST 223)</u>: This job represents four percent of the survey sample. The 54 members spend 61 percent of their time on performing medical readiness, mobility, or contingency activities and 20 percent of their time is spent doing management and supervisory activities (Table 4). These members perform tasks that relate directly to medical readiness. Some examples of these tasks are:

- Brief personnel concerning disaster preparedness and wartime missions
- Develop medical readiness or unit recall rosters
- Assign personnel to mobility or contingency positions
- Inspect mobility bags or kits
- Coordinate medical readiness exercises with affected base or civilian agencies
- Inventory medical readiness equipment
- Destroy classified materials or documents
- Brief deploying personnel
- Develop medical readiness plans or annexes
- Evaluate effectiveness of implemented medical readiness plans
- Communicate with battle staff or crisis action team representatives
- Compile data for medical readiness (MEDRED) reports or situation reports (SITREPs)

    This job is made up of 94 percent of active duty individuals. These members are mostly at the 5- and 7-skill level, with E-5s and E-6s representing the larger amount of members. These individuals spend about 10 years in the career field and about 10 ½ years in the service. They perform an average of 63 tasks (Table 5).

    VII. <u>SQUADRON ADMINISTRATION CLUSTER (ST214)</u>: This cluster represents three percent of the total survey. They spend 82 percent of their time performing Duty F, medical squadron personnel activities. Duties P and N, general administration or supply activities and management and training activities, are the other two main duties that they spend their time (Table 4). The average number of tasks that these airmen perform is 21. The tasks that are performed in this cluster are:

- Inprocess or outprocess squadron personnel
- Input Personnel Concept III (PC III) updates
- Maintain or review personal information files (PIFs)
- Assist squadron personnel in updating personal information using PC III computers
- Assign leave authorization numbers
- Conduct individualized newcomer treatment and orientation (INTRO) programs
- Coordinate personnel actions with MPFs concerning assigned personnel
- Coordinate commanders' call with appropriate agencies
- Maintain rosters on status of personnel, such as TDY, convalescent leave, or medical requirements
- Conduct recognition ceremonies
- Monitor personnel in weight control programs
- Issue or control weighted airman promotion system (WAPS) study materials

Table 5 shows that 46 members of whom are 96 percent active duty are mostly 3- and 5-skill level. These people have spent 4 ½ years in the career field and 6 years in the service. The main paygrades within this cluster are E-3 through E-5.

This cluster contains two jobs (a) Personnel Administration Support Job and (b) Special Actions Job. These two jobs distinctly break out within the cluster.

A. Personnel Administration Support Job (ST 252): The 37 members within this job are all AD with a primary 3- or 5-skill level. The predominant paygrades are E-3 through E-5. The average number of tasks that they perform is 21. The individuals perform the same tasks that orderly rooms in other squadrons do, except they strictly deal with those members of the medical community.

B. Special Actions Job (ST 392): The six members within this area are mainly made up of E-4s and the 5-skill level. They spend 96 percent of their time performing Duty F, medical squadron personnel activities. The main task that these members perform is taking disciplinary actions. Not only do these individuals perform medical squadron personnel tasks such as those listed above, but also specific tasks that relate directly to this job. Some of these examples are listed below:

- Type administrative or disciplinary paperwork for personnel for example LORs
- Coordinate legal actions with legal office, first sergeant, and unit commander
- Monitor unfavorable information file (UIF) or control roster actions
- Prepare disciplinary action summaries
- Review UIFs of assigned personnel

VIII. <u>TRAINING CLUSTER (ST 132)</u>: This cluster is made up of 38 people (3 percent of the survey sample). The main duties that these individuals perform are training activities using 37 percent of their time and management and supervisory activities using 26 percent of

their time (Table 4). Clearly the main tasks that these members perform are training tasks. Some examples of these tasks are listed below:

- Maintain training records or files
- Develop training programs, plans, or procedures
- Evaluate progress of trainees
- Brief personnel concerning training programs or matters
- Counsel trainees on training progress
- Develop or procure training materials or aids
- Conduct on-the-job training (OJT)
- Conduct formal course classroom training
- Evaluate effectiveness of training programs, plans or procedures
- Personalize lesson plans
- Determine or establish work assignments or priorities
- Establish or maintain study reference files

Of these 38 individuals 47 percent are active duty who have spent 11 years in the career field and nearly 12 ½ years in the service. These individuals are mainly E-5s and E-6s with a 5- and 7- skill level. The average number of tasks performed is 53 (Table 5).

This cluster has two distinct jobs. These jobs are (a) Instructor Job and (b) Air Evacuation Trainer Job. These jobs not only have all the tasks that a training job would contain, but also unique tasks specific to those jobs.

A. Instructor Job (ST 260): The 20 members within this job are mostly 80 percent active duty. The main duty performed is training activities and management and supervisory activities at the 5-skill level. They are mostly E-5s and E-6s. These individuals break out from the Air Evacuation Trainer job, because they strictly performing tasks that are similar to the tasks listed above. The difference between this job and the cluster is that this job spends a greater amount of their duty time in training activities and performing a smaller average number of tasks.

B. Air Evacuation Trainer Job (ST 242): This job breaks out from the job above for the sole reason that their top duties are not only training activities but also aeromedical evacuation activities. These 12 individuals possess 7- and 9-skill level. They are mostly E-6s through E-8s. The top tasks of these individuals are not only the tasks listed above under the training cluster, but also the list of tasks under the aeromedical evacuation cluster on page 14. Also these individuals perform an average of 71 tasks which proves that they are doing more tasks than training tasks.

IX. MEDICAL EVALUATION BOARD CLUSTER (ST 218): This cluster makes up two percent of the survey sample. Fifty-seven percent of these individuals perform medical evaluation board activities and management and supervisory activities (Table 4). Clearly the top

tasks that these individuals perform are Medical Evaluation Board tasks. Examples of these tasks are:

- Compile and review case files of individuals meeting medical evaluation boards (MEBs)
- Counsel personnel meeting medical boards on rights and benefits
- Compile separation or retirement information on personnel meeting MEBs
- Brief hospital personnel on medical evaluation boards (MEBs) or physical evaluation boards (PEBs)
- Coordinate medical-hold requests for patients awaiting MEB actions with physicians or appropriate hospital offices
- Notify commanders and MPFs of MEB results
- Schedule MEBs
- Obtain personnel and medical records of patients meeting MEBS
- Perform MEB recorder duties
- Schedule personnel to meet PEBs
- Coordinate temporary duty (TDY) orders for personnel meeting medical boards with member unit, resource office, finance office, and travel member unit
- Counsel next of kin on rights and benefits of incompetent personnel meeting MEBs

These 25 individuals are all AD members who have about 11 ½ years in the career field and 12 years in the service. These members are mostly 5-skill level with most of them being E-5s. The average number of tasks that these airmen perform is 39 (Table 5).

These 25 members break out into the different jobs of this cluster. The first job containing 19 members is (a) MEB Technician Job. The second job that contains six individuals is (b) MEB Supervisor Job.

A. MEB Technician Job (ST 380): This job consists of E-4s through E-6s at the 5-skill level. They spend 67 percent of their time performing Duty C, MEB activities. These individuals perform all of the tasks listed above and do an average of 27 tasks, which explains why they are the workers within the cluster.

B. MEB Supervisor Job (ST 256): The predominant paygrade is E-5 with a 5-skill level. The top duties for this job are management and supervisory activities and MEB activities. All six of these members are supervising, which distinguishes this job from the MEB technician. Also, the average number of tasks that these individuals perform is 75. This shows that these individuals have numerous responsibilities, which is normal for those in supervisory positions. They are still performing MEB activities but are also performing supervisory activities.

X. ALTERNATE CARE CLUSTER (ST 114): The 23 members in this cluster make up two percent of the survey sample. The top duty that these members perform is resource

management spending 66 percent of their time on this duty (Table 4). These individuals perform tasks that relate to alternate care such as TRICARE, claims, and costs. These tasks can be seen below.

- Verify civilian medical costs incurred by active-duty military members
- Verify civilian medical claims for requested services
- Suspense or follow up unpaid bills
- Identify problems with incorrect payments for medical services
- Research or validate authorizations for claims submitted for medical services
- Initiate corrective actions to reprocess claims
- Certify, validate, or authorize payments for alternative care requests
- Coordinate services rendered under alternative supplemental care between civilian health care facility managers and civilian specialist managers
- Verify which civilian medical facilities provide alternate care

Personnel are all active duty members who spend 7 ½ years in the military and 7 years of that time is spent in the career field. The majority of these individuals have a 5-skill level and most of them are E-3s, E-4s, or E-5s. The average number of tasks performed is 29 (Table 5).

The two jobs within in this cluster are (a) Alternate Care Technician Job and (b) Alternate Care Manager Job. Both of these jobs perform the tasks listed above, but are addressed separately because one area is managerial and the other is hands on.

A. Alternate Care Technician Job (ST 280): The 11 members of this job are mainly E-3s and E-4s who possess a predominant 5-skill level. These individuals spend 68 percent of their time doing alternate care activities. The difference between this job and the manager job is that personnel are doing the actual alternate care tasks. Their average number of tasks is 16, which is less than the cluster. This demonstrates that they have fewer responsibilities and strictly perform alternate care tasks.

B. Alternate Care Manager Job (ST 285): The main duties that these six members perform are not only alternate care activities but also management and supervisory activities. These members who are mainly E-4s and E-5s with a 5-skill level, do not supervise as much as they manage the activities that are performed by the members within the cluster. For example one would find these individuals identifying problems or coordinating services that this cluster provides. This would also explain the reason that these airmen are performing 41 the average number of tasks for this job.

XI. GENERAL ADMINISTRATION CLUSTER (ST 123): These members make up two percent of the survey sample. The major duty that these members perform is general administration or supply activities along with management and supervisory activities (Table 4). These tasks reflect administrative services such as dealing with files, minutes, and mail. An extended list of these tasks can be seen below.

- Maintain administrative files
- Write minutes or briefings, conference, or meetings
- Prepare administrative or classified materials or documents for mailing, transporting, or issue
- Pick up, deliver, or store equipment, tools, parts, or supplies
- Maintain or update status indicators, such as boards, graphs, or charts
- Initiate requisitions for equipment, tools, parts, or supplies, other than computers
- Manage mail distribution
- Initiate or maintain standby rosters or workcenter pyramid recall rosters
- Inventory equipment, tools, parts, or supplies, other than for medial readiness or air evacuation
- Conduct general meetings, such as staff meetings, briefings, conferences, or workshops
- Maintain or review personal information files (PIFs)
- Initiate requests for official military orders

Seventy-nine percent of the 23 individuals in this cluster are active duty. They spend 7 years in the career field while having been in the service for 8 ½ years. They are mainly E-4s and E-5s at the 5-skill level.. The average number of tasks that this cluster performs is 12 (Table 5).

This cluster also contains two other jobs. The first job that contains 10 personnel is Supply Job and the second job with 6 individuals is the Supervisor Job. The basic difference between these two jobs is that the Supervisor Job is supervising and the other job is basically the individuals who are lower in paygrade and skill-level doing solely general administration activities.

A. Supply Job (ST 348): These individuals are predominantly E-4s with a 5-skill level. Seventy-six percent of their time is spent performing general administration or supply activities. They do all of the same tasks listed above. One difference that one can see from these individuals is that they only perform an average of 10 tasks. This reveals that these individuals have less responsibility and are performing strictly general administrative tasks.

B. Supervisor Job (ST 199): In this job the members have a higher paygrade and perform more tasks than the Supply Job, which is what one would expect in a supervisory position. The main skill-level is 5 and the principal paygrades are E-5s and E-6s. They only spend 41 percent of their time performing general administration or supply activities and 29 percent on management and supervisory activities. The tasks they perform are the same as the cluster tasks, but they also perform more supervisory tasks such as conducting meetings and staff briefings.

XII. ACCOUNTING CLUSTER (ST 185): These 18 members make up one percent of the survey sample. They perform an average of 14 tasks. The top duty area where these

individuals spend their time is resource management (Table 4). The tasks performed are a part of resource management but more specifically in the area of accounting. This can be seen below:

- Suspense or follow up unpaid bills
- Identify problems with incorrect payments for medical services
- Collect payments for treatment provided
- Maintain change funds
- Maintain accounts receivable
- Identify bad debts
- Transfer uncollectable accounts to AFOs
- Deposit monies collected
- Coordinate accounts payable or receivable between third-party collection (TPC) and medical service account MSA representatives
- Initiate corrective actions to reprocess claims
- Make entries in cash collection journals
- Research or validate authorizations for claims submitted for medical services rendered

Table 5 reflects that these individuals are principally of 3- and 5-skill level with members concentrated as E-3s and E-4s. All of the individuals in this cluster are active duty. They spend a little over 4 years in the career field while being in the military for nearly 5 years.

This cluster also breaks into two different jobs (a) Cashier Job and (b) Third Party Collection Job. These two jobs have some tasks in common, but then distinctly break apart from each other.

A. Cashier Job (ST 269): The ten members in this job are strictly dealing with the accounting side of this cluster. These individuals are mainly E-4s with the predominate skill level being 3. These members are spending eighty percent of their time performing resource management activities. They do an average of 11 tasks. They deal primarily with collecting or depositing cash. These individuals also handle accounts receivable and identify bad debts.

B. Third Party Collection (ST 291): These eight members spend 82 percent of their time performing resource management activities. These people are higher skill level than the job above. They are 5-skill levels with the predominant paygrade being E-3s, E-4s, and E-5s. They do an average of 17 tasks. The tasks that make this job unique from the cashiers is that they deal with claims and third party collection tasks.

XIII. RESOURCE MANAGEMENT CLUSTER (ST 145): The 17 members of this job (1 percent of the survey sample) report performing the main duty of resource management activities. They are also performing supervisory and management duties. These individuals are performing such a concentration of resource management activities that they are accomplishing a

small amount of tasks (Table 4). The average number of tasks they perform is 22. Some examples of the tasks are listed below:

- Prepare statistical reports, analyses, or evaluations of medical expense and performance reporting system (MEPRS) for medical or dental activities
- Provide monthly statistical reports to higher headquarters
- Prepare, process, or audit worldwide workload reports
- Prepare or review MEPRS
- Monitor MEPRS programs
- Compile daily inpatient or outpatient workload statistics
- Conduct studies to develop workload factors and statistical indicators
- Prepare or review account subset definitions (ASDs)
- Prepare market analyses

All of these active duty members have been in the career field for about 7 years and in the military for nearly 8 years. The main paygrades in this cluster are E-4s and E-5s with a high percentage possessing a 5-skill level (Table 5).

This cluster also breaks down into different jobs (a) Resource Management Technician Job and (b) Resource Management Supervisor Job. Since their top two duties are resource management activities and supervisory and management activities this clearly shows why these two jobs are separate from each other.

A. Resource Management Technician Job (ST 257): The 12 members within this job are spending 76 percent of their time performing resource management activities. Twenty five percent of the people are E-3s, 33 percent are E-4s, and 42 percent are E-5s with 75 percent of these members possessing a 5-skill level. These members perform an average of 13 tasks. This clearly shows that once again these members have fewer responsibilities and are doing specifically resource management tasks.

B. Resource Management Supervisor Job (ST 212): These individuals not only have their top duty as resource management, but they also perform a majority of time doing management and supervisory activities. This would only stand to reason as to why these members perform an average of 43 tasks. This job also has higher skill levels and paygrades: E-4s at 40 percent, E-5s at 20 percent, E-6s at 40 percent. The skill levels that make up this job are 3, 5 and 7 at 20 percent, 60 percent and 20 percent respectively.

XIV. MANAGED CARE JOB (ST 300): This job makes up one percent of the survey sample. They spend 65 percent of their time performing the top duty of managed care and nine percent of their time in patient administration (Table 4). The average number of tasks that these members perform is 22. Once again it can be seen that these members spend a large amount of their time in managed care activities and average number of tasks is low. The main tasks that are performed in this job are:

- Coordinate and monitor medical consults with other medical facilities
- Coordinate referral actions with referral nurses, patients, or providers
- Transmit medical consults to other medical facilities
- Input referral tracking information in computer systems
- Screen incoming referrals for correct patient identification and clinical information
- Research referrals
- Schedule patient follow-up treatments with other medical facilities
- Determine patient eligibility for medical care
- Brief appeals process to beneficiaries or providers
- Coordinate transfers of patients with other medical facilities
- Conduct managed care health benefits briefings
- Assist beneficiaries in completing claims or appeals

The 17 individuals in this job are all active duty who spend 6 ½ years in the career field and about 7 ½ years in the service. These individuals are predominantly E-3s and E-4s. They also possess a skill level of 5 (Table 5).

XV. FACILITIES MANAGEMENT JOB (ST 270): Table 4 shows that the nine members of this job (1 percent of the total sample) spend the highest percentage of their time performing both management and supervisory activities and facilities management activities. On average, airmen in this job perform 69 tasks. This high number of tasks performed reveals that these individuals have a wide range of responsibilities and are supervising as well as carrying out facilities management activities. Some of the tasks listed below are representative of the tasks that this job performs:

- Maintain status logs on approved work requests
- Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace
- Conduct safety inspections of equipment or facilities
- Evaluate job hazards or compliance with Air Force Occupational Safety and Health (AFOSH) program
- Manage facility key control programs
- Coordinate service calls with facility managers
- Follow up service calls for completed work
- Maintain logs of service or minor construction requests
- Coordinate maintenance of facilities with appropriate agencies
- Evaluate maintenance or repair requests received from workcenters
- Inspect in-progress work of in-house or contractor personnel
- Initiate requisitions for equipment, tools, parts, or supplies, other than computers

As shown in Table 5, this job is comprised exclusively of active duty members who average approximately 14 years in the career field and 15 ½ years in the military. Predominant

paygrades are E-5 and E-6. The principal skill level is 7. Here again the high numbers in service and skill levels proves that these individuals are supervising also.

XVI. MEDICAL MANPOWER JOB (ST 272): Comprising one percent of the survey sample, these seven members perform the tasks associated with manpower. As reflected in Table 4, these job incumbents spend 54 percent of their time in resource management activities and 20 percent of their time in administrative actions at the staff level. The average number of tasks they perform is 15, to include:

- Review or update unit personnel manning rosters
- Review or update unit manning documents
- Coordinate manning assistance requests with appropriate agencies
- Prepare manpower change requests
- Coordinate manpower study reports with appropriate agencies
- Conduct studies to develop workload factors and statistical indicators
- Apply workload standards against actual productivity

Table 5 shows 100 percent of these members are active duty with 71 percent holding a 5-skill level. The predominant paygrade in this job is E-5. All of these members have spent about 8 years in the career field and about 11 years in service.

XVII. MEDICAL MOBILITY JOB (ST 200): The five airmen forming this job (1 percent of the survey sample) are unique. They solely spend 73 percent of their time performing medical readiness, mobility, or contingency activities (Table 4). These members break out from the medical readiness job because they only do mobility tasks. They perform an average number of 17 tasks, which shows how specified these individuals are. Some examples of these tasks are:

- Perform patient carries using hand or litter methods
- Load or unload patients on patient transportation vehicles
- Set up or tear down tents
- Perform or set up site security
- Set up or tear down shelters
- Perform camouflage procedures
- Don or doff chemical warfare personal protective clothing
- Prepare or submit MEDRED reports or SITREPs
- Perform pallet buildup activities
- Plan actual or simulated emergency evacuations of patients to alternate medical facilities
- Process classified materials or documents at deployed locations
- Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles

The predominant paygrade of this job is E-5 with an average of 8 years in the career field and 11 years in the service. One hundred percent of these airmen are active duty holding a 5-skill level (Table 5).

XVIII. INPATIENT RECORDS JOB (ST 198): Representing only one percent of the overall survey sample. The five airmen spend nearly all their duty time in inpatient records activities and only 8 percent of their time doing duty A, outpatient records. On average, incumbents perform 11 specialized tasks (Table 4). Once again it can be seen here with the small amount of tasks performed here that these individuals are performing, specifically those tasks which relate to inpatient records. These tasks include:

- Review inpatient records for completeness upon disposition of patients
- Retire inpatient records
- File medical paperwork in inpatient records sections
- Coordinate completion of inpatient records with physicians or nursing staff
- Perform audits of inpatient records
- Affix patient information to inpatient documentation
- Maintain inpatient records index files
- Maintain files of inpatient record cover sheets by register number

All of these airmen are on AD. These active duty members average 4 years in the career field and nearly 4 ½ years in the military. All hold 3- or 5-skill level (40 and 60 percent, respectively). The predominant paygrade is E-4 (Table 5).

Comparison to Previous Study

Table 6 lists the jobs and clusters identified in this report and compare them to the jobs and clusters of the 1996 report. Sixteen of the 18 jobs identified in the previous report match similar jobs in this report. The only exceptions were the Appointments Cluster and Ward Cluster from the previous survey which were not identified as specific jobs within this report.

The same situation applies for the current report. Two of the 18 jobs could not be identified within the previous OSR. The Alternative Care Cluster and the Medical Mobility Job identified in this report were not identified in the 1996 report.

These differences affect a very small percentage of the survey respondents and therefore have little effect on the career ladder structure.

TABLE 4

RELATIVE PERCENT TIME SPENT ON DUTIES BY SPECIALTY JOBS

DUTIES	Outpatient Records Cluster (ST173) (N=348)	Supervsry Cluster (ST107) (N=213)	Med Info Systems Job (ST320) (N=155)	A & D Cluster (ST134) (N=60)	Aeromed Evac Cluster (ST111) (N=59)	Medical Ready Job (ST223) (N=54)
A PERFORMING OUTPATIENT RECORDS ACTIVITIES	73	4	0	5	2	0
B PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	4	1	0	64	3	0
C PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	1	*	0	0	2	0
D PERFORMING MANAGED CARE ACTIVITIES	1	5	0	1	7	0
E PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	2	2	0	5	3	0
F PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	2	7	1	1	1	1
G PERFORMING INPATIENT RECORDS ACTIVITIES	1	1	0	13	2	0
H PERFORMING MEDICAL INFORMATION SYSTEM ACTIVITIES	1	3	81	*	1	1
I PERFORMING RESOURCE MANAGEMENT ACTIVITIES	0	7	1	*	1	*
J PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	0	1	*	0	*	1
K PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	1	1	0	1	61	1
L PERFORMING FACILITIES MANAGEMENT ACTIVITIES	0	*	*	0	*	*
M PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITES	2	3	1	0	3	61
N PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	7	49	10	6	7	20
O PERFORMING TRAINING ACTIVITES	2	8	2	1	2	6
P PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITES	3	7	3	2	4	8

* less than 1 percent

TABLE 4 (CONTINUED)

RELATIVE PERCENT TIME SPENT ON DUTIES BY SPECIALTY JOBS

DUTIES	Squadron Admin Cluster (ST214) (N=46)	Training Cluster (ST132) (N=38)	Med Eval Board Cluster (ST218) (N=25)	Alter Care Cluster (ST114) (N=23)	General Admin Cluster (ST123) (N=23)	Accting Cluster (ST185) (N=18)
A PERFORMING OUTPATIENT RECORDS ACTIVITIES	1	1	8	3	3	1
B PERFRORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	0	*	3	1	1	5
C PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	0	0	57	0	1	0
D PERFORMING MANAGED CARE ACTIVITIES	0	0	4	7	2	1
E PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	0	*	3	4	*	2
F PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	82	4	*	1	9	*
G PERFORMING INPATIENT RECORDS ACTIVITIES	0	*	*	1	0	1
H PERFORMING MEDICAL INFORMATION SYSTEM ACTIVITIES	1	5	2	1	1	0
I PERFORMING RESOURCE MANAGEMENT ACTIVITIES	1	1	*	66	5	81
J PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	*	4	0	*	*	0
K PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	0	7	4	1	5	2
L PERFORMING FACILITIES MANAGEMENT ACTIVITIES	*	*	0	*	0	0
M PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	1	7	*	1	2	*
N PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	6	26	11	7	14	2
O PERFORMING TRAINING ACTIVITES	1	37	2	2	4	0
P PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	6	6	4	4	52	4

* less than 1 percent

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TABLE 4 (CONTINUED)

RELATIVE PERCENT TIME SPENT ON DUTIES BY SPECIALTY JOBS

DUTIES	Resource Mngmnt Cluster (ST145) (N=17)	Managed Care Job (ST300) (N=17)	Facilities Mngmnt Job (ST270) (N=9)	Medical Manpwr Job (ST272) (N=7)	Medical Mobility Job (ST200) (N=5)	Inpatient Records Job (ST198) (N=5)
A PERFORMING OUTPATIENT RECORDS ACTIVITIES	1	3	0	0	4	8
B PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	1	3	0	0	0	5
C PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	0	1	0	0	0	0
D PERFORMING MANAGED CARE ACTIVITIES	5	66	1	0	0	0
E PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	1	9	0	0	0	0
F PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	0	0	2	4	1	0
G PERFORMING INPATIENT RECORDS ACTIVITIES	0	0	0	0	0	73
H PERFORMING MEDICAL INFORMATION SYSTEM ACTIVITIES	4	*	2	3	0	6
I PERFORMING RESOURCE MANAGEMENT ACTIVITIES	64	5	1	54	0	0
J PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	2	0	1	20	0	0
K PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	0	*	0	0	0	2
L PERFORMING FACILITIES MANAGEMENT ACTIVITIES	0	0	31	0	0	0
M PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	2	1	2	1	73	0
N PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	12	6	41	13	2	6
O PERFORMING TRAINING ACTIVITIES	3	1	7	1	15	0
P PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	5	4	12	4	5	0

* less than 1 percent

TABLE 5

SELECTED BACKGROUND DATA FOR SPECIALTY JOBS

	Outpatient Records Cluster (ST173) (N=348)	Supervsry Cluster (ST107) (N=213)	Med Info Systems Job (ST320) (N=155)	A & D Cluster (ST134) (N=60)	Aeromed Evac Cluster (ST111) (N=59)	Medical Ready Job (ST223) (N=54)
PERCENT OF SAMPLE	25%	15%	11%	4%	4%	4%
PERCENT IN CONUS	85%	85%	76%	83%	68%	78%
DAFSC DISTRIBUTION:						
4A031	39%	1%	18%	45%	32%	6%
4A051	49%	38%	55%	53%	51%	50%
4A071	11%	51%	26%	2%	15%	44%
4A091	1%	9%	1%	0	2%	0
4A001	0	1%	0	0	0	0
COMPONENT STATUS:						
ACTIVE DUTY	67%	83%	97%	100%	83%	96%
AIR NATIONAL GUARD	17%	6%	0	0	0	0
AIR FORCE RESERVE	16%	11%	3%	0	17%	4%
PAYGRADE DISTRIBUTION:						
E-1 - E-2	14%	0	1%	5%	5%	0
E-3	32%	0	12%	42%	22%	6%
E-4	23%	3%	28%	33%	32%	15%
E-5	20%	30%	34%	17%	20%	36%
E-6	9%	28%	15%	3%	17%	24%
E-7	2%	30%	10%	0	2%	17%
E-8 – E-9	0	9%	0	0	2%	2%
AVERAGE MONTHS IN CAREER FIELD *	44	142	103	43	72	127
AVERAGE MONTHS IN SERVICE *	57	186	119	64	84	152
PERCENT IN FIRST ENLISTMENT (1-48 MOS TAFMS) *	40%	1%	8%	55%	6%	1%
PERCENT SUPERVISING	28%	89%	41%	22%	39%	43%
AVERAGE NUMBER OF TASKS PERFORMED	25	71	47	32	63	63

*Active Duty Only

TABLE 5 (CONTINUED)

SELECTED BACKGROUND DATA FOR SPECIALTY JOBS

	Squadron Admin Cluster (ST214) (N=46)	Training Cluster (ST132) (N=38)	Med Eval Brd Cluster (ST218) (N=25)	Alter Care Cluster (ST114) (N=23)	General Admin Cluster (ST 123) (N=23)	Acting Cluster (ST185) (N=18)
PERCENT OF SAMPLE	3	3%	2%	2%	2%	1%
PERCENT IN CONUS	70	92%	80%	83%	86%	61%
DAFSC DISTRIBUTION:						
4A031	43%	5%	0	17%	18%	50%
4A051	46%	45%	72%	70%	71%	44%
4A071	11%	37%	28%	9%	11%	6%
4A091	0	13%	0	4%	0	0
4A001	0	0	0	0	0	0
COMPONENT STATUS:						
ACTIVE DUTY	96%	47%	100%	100%	79%	100%
AIR NATIONAL GUARD	0	11%	0	0	7%	0
AIR FORCE RESERVE	4%	42%	0	0	14%	0
PAYGRADE DISTRIBUTION:						
E-1 - E-2	7%	0	0	4%	0	6%
E-3	22%	3%	8%	26%	14%	33%
E-4	39%	5%	20%	26%	43%	39%
E-5	26%	26%	48%	36%	32%	17%
E-6	4%	47%	20%	4%	7%	5%
E-7	0	11%	4%	4%	4%	0
E-8 – E-9	2%	8%	0	0	0	0
AVERAGE MONTHS IN CAREER FIELD *	56	130	141	84	85	51
AVERAGE MONTHS IN SERVICE *	77	151	144	90	104	58
PERCENT IN FIRST ENLISTMENT (1-48 MOS TAFMS) *	6%	1%	16%	43%	2%	65%
PERCENT SUPERVISING	22%	63%	64%	17%	7%	17%
AVERAGE NUMBER OF TASKS PERFORMED	21	53	39	29	12	14

*Active Duty Only

TABLE 5 (CONTINUED)

SELECTED BACKGROUND DATA FOR SPECIALTY JOBS

	Resource Mngmnt Cluster (ST145) (N=17)	Managed Care Job (ST300) (N=17)	Facilities Mngmnt Cluster (ST270) (N=9)	Medical Manpwr Job (ST272) (N=7)	Medical Mobility Job (ST200) (N=5)	Inpatient Records Job (ST198) (N=5)
PERCENT OF SAMPLE	1%	1%	1%	--	--	--
PERCENT IN CONUS	82%	88%	100%	57%	60%	80%
DAFSC DISTRIBUTION:						
4A031	18	18%	0	0	0	40%
4A051	70%	58%	44%	71%	80%	60%
4A071	12%	24%	56%	29%	20%	0
4A091	0	0	0	0	0	0
4A001	0	0	0	0	0	0
COMPONENT STATUS:						
ACTIVE DUTY	100%	100%	100%	100%	60%	100%
AIR NATIONAL GUARD	0	0	0	0	40%	0
AIR FORCE RESERVE	0	0	0	0	0	0
PAYGRADE DISTRIBUTION:						
E-1 - E-2	0	0	0	0	0	0
E-3	18%	24%	0	0	0	20%
E-4	35%	40%	11%	14%	40%	60%
E-5	35%	12%	34%	71%	40%	20%
E-6	12%	18%	33%	14%	20%	0
E-7	0	6%	22%	0	0	0
E-8 – E-9	0	0	0	0	0	0
AVERAGE MONTHS IN CAREER FIELD *	83	78	167	98	120	52
AVERAGE MONTHS IN SERVICE *	99	92	187	135	124	55
PERCENT IN FIRST ENLISTMENT (1-48 MOS TAFMS) *	30%	59%	0	0	0	80%
PERCENT SUPERVISING	35%	35%	78%	43%	40%	0
AVERAGE NUMBER OF TASKS PERFORMED	22	22	69	15	17	11

*Active Duty Only   -- Less than 1 percent

TABLE 6

SPECIALTY JOB COMPARISON BETWEEN CURRENT AND 1996 SURVEYS

CURRENT SURVEY (N=1,390)	1996 SURVEY (N=1,353)
Outpatient Records Cluster	Outpatient Records Cluster
Supervisory Cluster	Supervisory Cluster
Medical Information Systems Job	Medical Information Systems Job
Admissions and Dispositions Cluster	Admissions and Dispositions Cluster
Aeromedical Evacuation Cluster	Aeromedical Evacuation Cluster
Medical Readiness Job	Medical Readiness Cluster
Squadron Administration Cluster	Personnel Services Cluster
Training Cluster	Unit Training Job
Medical Evaluations Board Cluster	Medical Evaluation Board Cluster
Alternative Care Cluster	*No Similar Job Identified*
General Administration Cluster	Administrative Services Cluster
Accounting Cluster	Budgeting Job
Resource Management Cluster	Resources Management Cluster
Managed Care Job	Managed Care Cluster
Facilities Management Job	Facilities Management Job

TABLE 6 (CONTINUED)

SPECIALTY JOB COMPARISON BETWEEN CURRENT AND 1996 SURVEYS

Medical Manpower Job	MAJCOM Level Resources Management Job
Medical Mobility Job	*No Similar Job Identified*
Inpatient Records Job	Inpatient Records Cluster
No Similar Job Identified	Appointments Cluster
No Similar Job Identified	Ward Cluster

ANALYSIS OF DAFSC GROUPS

An analysis of DAFSC groups, in conjunction with the analysis of the career ladder structure, is an important part of each occupational survey. The DAFSC analysis identifies differences in tasks performed at the various skill levels. This information may then be used to evaluate how well career ladder documents, such as the AFMAN 36-2108 *Airman Classification, Specialty Description* and the Career Field Education and Training Plan (CFETP), reflect what career ladder personnel are actually doing in the field.

The distribution of skill-level groups across the career ladder jobs and clusters are displayed in Tables 7-10, while Tables 11-14 offer another perspective by displaying the relative percent time spent on each duty across skill-level groups. These tables also reflect the distribution of AD, ANG, and AFRC personnel. A somewhat typical pattern of progression is noted within the AFSC 4A0X1 career ladder. Personnel at the 3- and 5-skill levels work in the technical jobs of the career ladder and spend most of their time on technical tasks. As incumbents move up to the 7-skill level, they begin to perform supervisory tasks, but still spend time performing the technical tasks of the career ladder.

Skill-Level Descriptions

DAFSC 4A031: Representing 22 percent of the survey sample, these 306 airmen perform an average of 23 tasks. Forty three percent of this group work in the Outpatient Records Cluster (Table 7).

Table 11 reflects the percent time spent on duties by DAFSC 4A031 personnel. At the 3-skill level, their time is concentrated on the Outpatient Records tasks of duty A. Representative tasks performed by these members are listed in Table 15.

DAFSC 4A051: The 721 members of this group account for 52 percent of the survey sample. Twenty-three percent work in the Outpatient Records Cluster (Table 8). This table also reflects the differences in the job distribution of AD, ANG and AFRC forces. The ANG employs 71 percent of their 5-skill level personnel in the Outpatient Records Cluster while the AD 16 percent in Outpatient Records Cluster, 15 percent in Medical Information Systems Job, and 12 percent in the Supervisory Cluster. At the same time the AFRC also has a high percentage performing in Outpatient Records Cluster as well as 9 percent in Training Cluster and Aeromedical Evacuation Cluster. The AFRC has the highest percent performing in the Aeromedical Evacuation Cluster. These are the significant differences in the employment of the 5-skill level members between the ANG, AD and AFRC.

Table 12 provides a comparison of the relative time spent on duties for the AD, ANG, AFRC forces at the 5-skill level. This table reflects the AD devote more time to management and supervisory activities, outpatient records, and medical information systems tasks compared to their ANG and AFRC counterparts who spend more time than the AD performing the

outpatient records tasks. The ANG also seems to be concentrated in medical squadron personnel activities and medical readiness, mobility, or contingency. The AFRC also has a number of members performing the medical readiness, mobility or contingency tasks as well as aeromedical evacuation tasks.

Tables 16-19 list representative tasks performed by these DAFSC 4A051 personnel. Table 20 reflects those tasks which best differentiate the AD 3-skill levels from the 5-skill levels. This table shows the 3-skill levels perform some technical tasks more than 5-skill levels, while the 5-skill levels perform supervisory tasks not performed at the 3-skill level.

Table 21 shows the tasks with the most differences between AD 5-skill levels and their ANG 5-skill level counterparts. This table clearly shows AD forces performing more supervisory tasks than the ANG forces that are performing more technical tasks than the AD.

Table 22 compares the tasks performed by AD and AFRC 5-skill levels. The differences reflected in this table are heavily weighted toward the outpatient records tasks performed by AFRC members, compared to AD 5-skill levels who are more supervisory oriented.

Table 23 compares the 5-skill levels of the Reserve Forces. This table shows more ANG members performing the outpatient records than their AFRC counterparts. It also shows the AFRC incumbents performing air evacuation tasks.

DAFSC 4A071: These 319 members perform an average of 52 tasks and represent 22 percent of the survey sample. Table 9 shows the highest percentage of members is in the Supervisory Cluster. It also reflects that the ANG focus on this task just as much as their AD counterparts. The AFRC spend most of their time performing Outpatient Records Cluster as well as the Supervisory Cluster. The ANG not only have a high percentage in Supervisory Cluster, but also the Outpatient Records Cluster.

Table 13 reflects the percent time spent on duties by DAFSC 4A071 members. The main point of this table is the large amount of time spent by ANG and AFRC members performing the tasks of duty A, outpatient records, duty N, management and supervisory, and duty O, training. At the same time the AD is heavily involved in the Management and Supervisory tasks of Duty N and the Medical Information Systems tasks of Duty H.

Representative tasks performed by 7-skill level members are reflected in Tables 24-27. Table 28 reflects tasks which best differentiate between AD 5- and 7-skill levels. This table clearly shows that the 7-skill level is performing a lot of tasks in management and supervisory activities than the 5-skill level. Table 29 compares the ANG 5- and 7-skill levels and shows the 7-skill levels performing training and supervisory tasks at a much higher percentage than the 5-skill levels. The same occurrence is patterned in Table 30 that shows the difference between AFRC 5- and 7-skill levels.

Tables 31 and 32 reflect the differences between the AD compared to the ANG and AD compared to AFRC members. Both tables show the much heavier involvement in supervisory

and management tasks of the AD 7-skill level members than their more technically oriented Reserve Forces counterparts.

Table 33 compares the ANG and AFRC 7-skill levels are performing a higher percentage in mobility tasks and outpatient records tasks. This is somewhat opposite from the 5-skill level where both of them were performing outpatient records tasks, but the 5-skill AFRC were performing a higher percentage time in mobility activities.

DAFSC 4A091: The 20 AD and AFRC members of this group account for 2 percent of the survey sample. There were no ANG 9-skill level personnel in the survey sample. Fifty-three percent work in the Supervisory Cluster (Table 10). This table also shows that AD and AFRC employs 60 and 50 percent respectively of their personnel in performing within the Supervisory Cluster. Table 14 reflects the AD and AFRC devote a high percentage of time on management and supervisory activities.

Tables 34 - 36 list representative tasks performed by these DAFSC 4A091 personnel. Table 37 reflects those tasks that differentiate the AD 7-skill levels from the 9-skill levels. This table shows the 7-skill levels perform medical information systems tasks more than 9-skill levels, which perform more mobility tasks. Table 38 shows the difference between 7- and 9-skill level in AFRC. In this table it is quite noticeable that the 9-skill levels perform a higher percentage of supervisory tasks than the 7-skill level.

Finally, Table 39 shows the difference between AD and AFRC 9-skill level. The results of this table shows the AD doing more alternate care, accounting and mobility activities than the AFRC. The Reserves are doing more tasks in the areas of personnel or patient files and air evacuation activities.

<div align="center">Summary</div>

Progression in the Health Services Management career ladder follows a regular pattern of highly technical job focus at the lower skill levels, with a broadening into supervision and management at the 9-skill level. An emphasis is clearly seen performing primarily Outpatient Records activities at the 3- and 5-skill level, with some broadening into supervisory functions at the 7- and 9-skill level. While AD members at the 7-skill level begin to shift to supervisory jobs, the ANG and AFRC members at the 3-, 5- and 7-skill levels spend a higher percentage of their time performing technical tasks versus supervisory tasks than their AD counterparts.

TABLE 7

DISTRIBUTION OF 3-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		ACTIVE 4A031 (N=306)
I	OUTPATIENT RECORDS CLUSTER	43
II	SUPERVISORY CLUSTER	1
III	MEDICAL INFORMATION SYSTEMS JOB	9
IV	ADMISSIONS AND DISPOSITIONS CLUSTER	9
V	AEROMEDICAL EVACUATION CLUSTER	6
VI	MEDICAL READINESS JOB	1
VII	SQUADRON ADMINISTRATION CLUSTER	7
VIII	TRAINING CLUSTER	1
IX	MEDICAL EVALUATION BOARD CLUSTER	0
X	ALTERNATE CARE CLUSTER	1
XI	GENERAL ADMINISTRATION CLUSTER	2
XII	ACCOUNTING CLUSTER	3
XIII	RESOURCE MANAGEMENT CLUSTER	1
XIV	MANAGED CARE JOB	1

TABLE 7 (CONTINUED)

DISTRIBUTION OF 3-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		ACTIVE 4A031 (N=306)
XV	FACILITIES MANAGEMENT JOB	0
XVI	MEDICAL MANPOWER JOB	0
XVII	MEDICAL MOBILITY JOB	0
XVIII	INPATIENT RECORDS JOB	1
XIX	NOT GROUPED	14

TABLE 8

DISTRIBUTION OF 5-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS	TOTAL 4A051 (N=721)	ACTIVE 4A051 (N=573)	ANG 4A051 (N=72)	AFRC 4A051 (N=76)
I OUTPATIENT RECORDS CLUSTER	23	16	71	37
II SUPERVISORY CLUSTER	11	12	8	8
III MEDICAL INFORMATION SYSTEMS JOB	12	15	0	3
IV ADMISSIONS AND DISPOSITIONS CLUSTER	4	6	0	0
V AEROMEDICAL EVACUATION CLUSTER	4	4	0	9
VI MEDICAL READINESS JOB	4	5	0	1
VII SQUADRON ADMINISTRATION CLUSTER	3	3	0	3
VIII TRAINING CLUSTER	2	2	0	9
IX MEDICAL EVALUATION BOARD CLUSTER	3	3	0	0
X ALTERNATE CARE CLUSTER	2	3	0	0
XI GENERAL ADMINISTRATION CLUSTER	3	3	3	4
XII ACCOUNTING CLUSTER	1	1	0	0
XIII RESOURCE MANAGEMENT CLUSTER	2	2	0	0
XIV MANAGED CARE JOB	1	2	0	0

TABLE 8 (CONTINUED)

DISTRIBUTION OF 5-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		TOTAL 4A051 (N=721)	ACTIVE 4A051 (N=573)	ANG 4A051 (N=72)	AFRC 4A051 (N=76)
XV	FACILITIES MANAGEMENT JOB	1	1	0	0
XVI	MEDICAL MANPOWER JOB	1	1	0	0
XVII	MEDICAL MOBILITY JOB	1	1	1	0
XVIII	INPATIENT RECORDS JOB	0	1	0	0
XIX	NOT GROUPED	22	19	17	26

TABLE 9

DISTRIBUTION OF 7-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		TOTAL 4A071 (N=319)	ACTIVE 4A071 (N=247)	ANG 4A071 (N=15)	AFRC 4A071 (N=57)
I	OUTPATIENT RECORDS CLUSTER	12	6	33	35
II	SUPERVISORY CLUSTER	34	37	47	19
III	MEDICAL INFORMATION SYSTEMS JOB	13	15	0	4
IV	ADMISSIONS AND DISPOSITIONS CLUSTER	0	0	0	0
V	AEROMEDICAL EVACUATION CLUSTER	3	3	0	4
VI	MEDICAL READINESS JOB	8	9	0	2
VII	SQUADRON ADMINISTRATION CLUSTER	2	2	0	0
VIII	TRAINING CLUSTER	4	2	13	11
IX	MEDICAL EVALUATION BOARD CLUSTER	2	3	0	0
X	ALTERNATE CARE CLUSTER	1	1	0	0
XI	GENERAL ADMINISTRATION CLUSTER	1	1	0	2
XII	ACCOUNTING CLUSTER	0	0	0	0
XIII	RESOURCE MANAGEMENT CLUSTER	1	1	0	0
XIV	MANAGED CARE JOB	1	2	0	0

TABLE 9 (CONTINUED)

DISTRIBUTION OF 7-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		TOTAL 4A071 (N=319)	ACTIVE 4A071 (N=247)	ANG 4A071 (N=15)	AFRC 4A071 (N=57)
XV	FACILITIES MANAGEMENT JOB	2	2	0	0
XVI	MEDICAL MANPOWER JOB	1	1	0	0
XVII	MEDICAL MOBILITY JOB	0	0	7	0
XVIII	INPATIENT RECORDS JOB	0	0	0	0
	NOT GROUPED	16	15	0	23

TABLE 10

DISTRIBUTION OF 9-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		TOTAL 4A091 (N=36)	ACTIVE 4A091 (N=20)	AFRC 4A091 (N=14)
I	OUTPATIENT RECORDS CLUSTER	8	5	14
II	SUPERVISORY CLUSTER	53	60	50
III	MEDICAL INFORMATION SYSTEMS JOB	3	5	0
IV	ADMISSIONS AND DISPOSITIONS CLUSTER	0	0	0
V	AEROMEDICAL EVACUATION CLUSTER	3	0	7
VI	MEDICAL READINESS JOB	0	0	0
VII	SQUADRON ADMINISTRATION CLUSTER	0	0	0
VIII	TRAINING CLUSTER	14	0	21
IX	MEDICAL EVALUATION BOARD CLUSTER	0	0	0
X	ALTERNATE CARE CLUSTER	3	5	0
XI	GENERAL ADMINISTRATION CLUSTER	0	0	0
XII	ACCOUNTING CLUSTER	0	0	0
XIII	RESOURCE MANAGEMENT CLUSTER	0	0	0
XIV	MANAGED CARE JOB	0	0	0

TABLE 10 (CONTINUED)

DISTRIBUTION OF 9-SKILL LEVEL DAFSC GROUP MEMBERS ACROSS SPECIALTY JOBS
(PERCENT RESPONDING)

SPECIALTY JOBS		TOTAL 4A091 (N=36)	ACTIVE 4A091 (N=20)	AFRC 4A091 (N=14)
XV	FACILITIES MANAGEMENT JOB	0	0	0
XVI	MEDICAL MANPOWER JOB	0	0	0
XVII	MEDICAL MOBILITY JOB	0	0	0
XVIII	INPATIENT RECORDS JOB	0	0	0
	NOT GROUPED	16	25	8

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TABLE 11

RELATIVE PERCENT TIME SPENT ON DUTIES BY 3-SKILL LEVEL DAFSC GROUPS

DUTIES		ACTIVE 4A031 (N=306)
A	PERFORMING OUTPATIENT RECORDS ACTIVITIES	41
B	PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	9
C	PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	*
D	PERFORMING MANAGED CARE ACTIVITIES	3
E	PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	3
F	PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	8
G	PERFORMING INPATIENT RECORDS ACTIVITIES	3
H	PERFORMING MEDICAL INFORMATION SYSTEMS ACTIVITIES	11
I	PERFORMING RESOURCE MANAGEMENT ACTIVITIES	6
J	PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	*
K	PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	5
L	PERFORMING FACILITIES MANAGEMENT ACTIVITIES	0
M	PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	2
N	PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	2
O	PERFORMING TRAINING ACTIVITIES	1
P	PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	5

* less than 1 percent

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TABLE 12

RELATIVE PERCENT TIME SPENT ON DUTIES BY 5-SKILL LEVEL DAFSC GROUPS

DUTIES		TOTAL 4A051 (N=721)	ACTIVE 4A051 (N=573)	ANG 4A051 (N=72)	AFRC 4A051 (N=76)
A	PERFORMING OUTPATIENT RECORDS ACTIVITIES	20	15	47	29
B	PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	5	6	1	2
C	PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	2	3	1	0
D	PERFORMING MANAGED CARE ACTIVITIES	4	5	1	1
E	PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	2	2	1	1
F	PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	6	5	11	9
G	PERFORMING INPATIENT RECORDS ACTIVITIES	2	2	1	1
H	PERFORMING MEDICAL INFORMATION SYSTEMS ACTIVITIES	11	14	3	4
I	PERFORMING RESOURCE MANAGEMENT ACTIVITIES	7	8	0	2
J	PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	1	1	0	1
K	PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	5	4	5	14
L	PERFORMING FACILITIES MANAGEMENT ACTIVITIES	1	1	0	0
M	PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	6	5	10	11
N	PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	15	17	8	8
O	PERFORMING TRAINING ACTIVITIES	5	4	3	8
P	PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	8	8	8	9

* less than 1 percent

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TABLE 13

RELATIVE PERCENT TIME SPENT ON DUTIES BY 7-SKILL LEVEL DAFSC GROUPS

DUTIES	TOTAL 4A071 (N=319)	ACTIVE 4A071 (N=247)	ANG 4A071 (N=15)	AFRC 4A071 (N=57)
A PERFORMING OUTPATIENT RECORDS ACTIVITIES	8	4	17	21
B PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	1	1	1	*
C PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	2	2	1	*
D PERFORMING MANAGED CARE ACTIVITIES	3	4	1	0
E PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	1	1	1	1
F PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	6	5	9	9
G PERFORMING INPATIENT RECORDS ACTIVITIES	0	0	1	0
H PERFORMING MEDICAL INFORMATION SYSTEMS ACTIVITIES	13	16	2	5
I PERFORMING RESOURCE MANAGEMENT ACTIVITIES	6	8	1	4
J PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	3	3	1	1
K PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	2	2	1	4
L PERFORMING FACILITIES MANAGEMENT ACTIVITIES	1	1	0	0
M PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	8	7	15	8
N PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	31	34	25	24
O PERFORMING TRAINING ACTIVITIES	8	6	17	13
P PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	7	6	7	9

* less than 1 percent

TABLE 14

RELATIVE PERCENT TIME SPENT ON DUTIES BY 9-SKILL LEVEL DAFSC GROUPS

DUTIES		TOTAL 4A091 (N=36)	ACTIVE 4A091 (N=20)	AFRC 4A091 (N=14)
A	PERFORMING OUTPATIENT RECORDS ACTIVITIES	7	5	10
B	PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	1	1	*
C	PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	0	0	*
D	PERFORMING MANAGED CARE ACTIVITIES	2	3	0
E	PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	2	3	0
F	PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	6	5	8
G	PERFORMING INPATIENT RECORDS ACTIVITIES	1	1	0
H	PERFORMING MEDICAL INFORMATION SYSTEMS ACTIVITIES	3	3	3
I	PERFORMING RESOURCE MANAGEMENT ACTIVITIES	7	10	3
J	PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	4	7	1
K	PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	4	0	8
L	PERFORMING FACILITIES MANAGEMENT ACTIVITIES	0	0	1
M	PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	6	7	5
N	PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	40	42	39
O	PERFORMING TRAINING ACTIVITIES	11	8	15
P	PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	6	5	6

* less than 1 percent

TABLE 15

REPRESENTATIVE TASKS PERFORMED BY AD 4A031 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=306)
A0006	File forms in outpatient records	51
A0008	File or charge out outpatient records, other than for mobility processing	50
A0005	File paperwork using medical record chargeout guides	47
A0026	Search for misplaced outpatient records	47
A0020	Research incomplete patient identification information	42
A0004	Create outpatient records for new patients	42
A0025	Search worldwide locators for patient locations or forward paperwork to appropriate agencies	42
A0017	Pick up outpatient records from physicians or clinics to return to files	41
A0027	Transfer medical records or documents to other agencies	40
A0022	Retire outpatient records	40
A0007	File or charge out outpatient records for mobility processing	40
A0018	Prepare outpatient records for transfer within MTFs	37
A0009	Forward appointment sheets or outpatient records to clinics	34
A0021	Research, extract, or secure information from medical records	30
A0015	Perform quality control checks of outpatient records	29
A0019	Prepare requested outpatient records for other agencies	28
A0016	Perform annual inventories of outpatient records	28
A0024	Screen incoming or outgoing outpatient records	27
A0012	Monitor suspenses for charged out outpatient records	25
A0001	Annotate sensitivity information on outpatient record folders	25
A0010	Forward medical documents to resource management offices for billing	22
B0033	Create embossed patient identification cards	21
B0028	Admit or discharge patients	19
E0103	Determine patient eligibility for medical care	18
F0127	Inprocess or outprocess squadron personnel	14
B0052	Process requests for release of medical information, such as Freedom of Information Act requests	14
B0029	Collect information for notifications of next of kin in event of patient deaths	14
B0050	Prepare or distribute admissions and dispositions (A&D) reports	13
F0135	Manage mail distribution	12
P0544	Maintain administrative files	12
B0034	Educate patients on advanced medical directives	12
E0104	Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	12
H0217	Troubleshoot software problems	11
B0048	Prepare medical identification cards or bands for patients	11
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	11
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	11
H0215	Troubleshoot computer hardware problems	10
H0187	Load computer systems software releases or updates	10
H0186	Install computer systems	10
H0202	Perform software loads	10

*Average Number of Tasks Performed - 23

49

TABLE 16

REPRESENTATIVE TASKS PERFORMED BY <u>TOTAL</u> 4A051 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=721)
P0544	Maintain administrative files	36
A0008	File or charge out outpatient records, other than for mobility processing	34
A0006	File forms in outpatient records	33
A0005	File paperwork using medical record chargeout guides	32
N0459	Conduct on-the-job training (OJT)	29
A0026	Search for misplaced outpatient records	28
P0549	Write minutes of briefings, conferences, or meetings	27
A0004	Create outpatient records for new patients	26
N0465	Counsel subordinates concerning personal matters	26
O0531	Maintain training records or files	25
A0007	File or charge out outpatient records for mobility processing	24
N0462	Conduct supervisory performance feedback sessions	24
N0467	Determine or establish work assignments or priorities	23
N0507	Write or indorse military performance reports	23
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	22
N0479	Establish performance standards for subordinates	22
N0508	Write recommendations for awards or decorations	22
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	22
A0020	Research incomplete patient identification information	21
A0016	Perform annual inventories of outpatient records	21
A0027	Transfer medical records or documents to other agencies	21
N0460	Conduct self-inspections or self-assessments	21
N0484	Evaluate personnel for compliance with performance standards	21
N0493	Interpret policies, directives, or procedures for subordinates	21
N0464	Conduct supervisory orientations for newly assigned personnel	21
A0015	Perform quality control checks of outpatient records	20
A0017	Pick up outpatient records from physicians or clinics to return to files	19
A0024	Screen incoming or outgoing outpatient records	19
A0022	Retire outpatient records	19
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	19
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	19
A0021	Research, extract, or secure information from medical records	18
A0018	Prepare outpatient records for transfer within MTFs	18
P0545	Maintain or update status indicators, such as boards, graphs, or charts	18
H0203	Perform system shutdown or startup procedures	18
A0001	Annotate sensitivity information on outpatient record folders	18
N0473	Develop or establish work methods or procedures	18
N0504	Write job or position descriptions	18
N0474	Develop or establish work schedules	18
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	18
A0009	Forward appointment sheets or outpatient records to clinics	17
E0103	Determine patient eligibility for medical care	17

* Average Number of Tasks Performed - 35

TABLE 17

REPRESENTATIVE TASKS PERFORMED BY AD 4A051 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=573)
P0544	Maintain administrative files	36
N0459	Conduct on-the-job training (OJT)	29
N0462	Conduct supervisory performance feedback sessions	28
N0465	Counsel subordinates concerning personal matters	28
N0507	Write or indorse military performance reports	27
N0467	Determine or establish work assignments or priorities	26
A0008	File or charge out outpatient records, other than for mobility processing	25
N0479	Establish performance standards for subordinates	25
N0508	Write recommendations for awards or decorations	25
A0006	File forms in outpatient records	24
P0549	Write minutes of briefings, conferences, or meetings	24
O0531	Maintain training records or files	24
N0484	Evaluate personnel for compliance with performance standards	24
N0464	Conduct supervisory orientations for newly assigned personnel	24
A0005	File paperwork using medical record chargeout guides	23
N0460	Conduct self-inspections or self-assessments	23
N0493	Interpret policies, directives, or procedures for subordinates	22
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	22
A0026	Search for misplaced outpatient records	21
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	21
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	21
N0504	Write job or position descriptions	21
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	20
E0103	Determine patient eligibility for medical care	20
A0027	Transfer medical records or documents to other agencies	20
N0473	Develop or establish work methods or procedures	20
N0474	Develop or establish work schedules	20
A0020	Research incomplete patient identification information	19
P0545	Maintain or update status indicators, such as boards, graphs, or charts	19
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	19
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	19
N0492	Inspect personnel for compliance with military standards	19
N0463	Conduct safety inspections of equipment or facilities	19
P0537	Identify and report equipment or supply problems	19
A0017	Pick up outpatient records from physicians or clinics to return to files	18
H0187	Load computer systems software releases or updates	18
A0004	Create outpatient records for new patients	18
H0202	Perform software loads	18
A0009	Forward appointment sheets or outpatient records to clinics	17
H0217	Troubleshoot software problems	17

* Average Number of Tasks Performed - 35

TABLE 18

REPRESENTATIVE TASKS PERFORMED BY ANG 4A051 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=72)
A0006	File forms in outpatient records	82
A0005	File paperwork using medical record chargeout guides	78
A0008	File or charge out outpatient records, other than for mobility processing	78
A0026	Search for misplaced outpatient records	74
A0004	Create outpatient records for new patients	74
A0016	Perform annual inventories of outpatient records	64
A0007	File or charge out outpatient records for mobility processing	61
A0015	Perform quality control checks of outpatient records	54
A0024	Screen incoming or outgoing outpatient records	51
A0001	Annotate sensitivity information on outpatient record folders	47
A0020	Research incomplete patient identification information	42
P0549	Write minutes of briefings, conferences, or meetings	40
A0021	Research, extract, or secure information from medical records	40
A0017	Pick up outpatient records from physicians or clinics to return to files	38
P0544	Maintain administrative files	33
A0018	Prepare outpatient records for transfer within MTFs	33
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	29
M0414	Don or doff chemical warfare personal protective clothing	29
F0127	Inprocess or outprocess squadron personnel	29
N0459	Conduct on-the-job training (OJT)	29
F0135	Manage mail distribution	28
F0128	Input PC III updates	24
F0132	Maintain publications libraries	24
F0147	Type administrative or disciplinary paperwork for personnel, such as letters of reprimand (LORs)	18
F0142	Perform customer account representative (CAR) duties	14
K0347	Prepare air evacuation mission records	8

* Average Number of Tasks Performed - 28

TABLE 19
REPRESENTATIVE TASKS PERFORMED BY <u>AFRC</u> 4A051 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=76)
A0006	File forms in outpatient records	55
A0005	File paperwork using medical record chargeout guides	55
A0008	File or charge out outpatient records, other than for mobility processing	54
A0004	Create outpatient records for new patients	43
A0007	File or charge out outpatient records for mobility processing	41
A0026	Search for misplaced outpatient records	39
P0544	Maintain administrative files	39
A0016	Perform annual inventories of outpatient records	34
P0549	Write minutes of briefings, conferences, or meetings	33
A0001	Annotate sensitivity information on outpatient record folders	33
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	33
O0531	Maintain training records or files	32
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	32
A0024	Screen incoming or outgoing outpatient records	30
A0015	Perform quality control checks of outpatient records	29
F0135	Manage mail distribution	29
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	28
M0414	Don or doff chemical warfare personal protective clothing	26
P0541	Initiate requests for official military orders	26
N0459	Conduct on-the-job training (OJT)	26
F0128	Input PC III updates	25
A0022	Retire outpatient records	24
A0018	Prepare outpatient records for transfer within MTFs	22
A0020	Research incomplete patient identification information	22
H0203	Perform system shutdown or startup procedures	22
F0134	Maintain or review personal information files (PIFs)	22
M0436	Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	22
K0337	Order meals for air evacuation patients or attendants	21
N0493	Interpret policies, directives, or procedures for subordinates	21
K0344	Place patient valuables in secure areas	21
K0311	Assemble patient records, medical supplies, or equipment for air evacuations	20
A0027	Transfer medical records or documents to other agencies	20
F0132	Maintain publications libraries	18
K0347	Prepare air evacuation mission records	18
K0332	Notify command posts of aircraft arrival or departure times	18
I0265	Monitor or maintain unit training automated pay system (UTAPS)	17
M0442	Develop medical readiness or unit recall rosters	17
A0019	Prepare requested outpatient records for other agencies	17
O0518	Develop training programs, plans, or procedures	17
A0021	Research, extract, or secure information from medical records	16
F0145	Prepare or process administrative orders	16
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	16

* Average Number of Tasks Performed - 34

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TABLE 20

TASKS WHICH BEST DIFFERENTIATE BETWEEN AD DAFSCs 4A031 AND 4A051 PERSONNEL (PERCENT MEMBERS PERFORMING)

TASKS		ACTIVE DAFSC 4A031 (N=306)	ACTIVE DAFSC 4A051 (N=573)	DIFF
A0006	File forms in outpatient records	51	24	27
A0026	Search for misplaced outpatient records	47	21	26
A0025	Search worldwide locators for patient locations or forward paperwork to appropriate agencies	42	17	26
A0008	File or charge out outpatient records, other than for mobility processing	50	25	25
A0005	File paperwork using medical record chargeout guides	47	23	25
A0004	Create outpatient records for new patients	42	18	25
A0017	Pick up outpatient records from physicians or clinics to return to files	41	18	23
A0007	File or charge out outpatient records for mobility processing	40	17	23
A0022	Retire outpatient records	40	17	23
A0020	Research incomplete patient identification information	42	19	23
N0507	Write or indorse military performance reports	*	27	-27
N0462	Conduct supervisory performance feedback sessions	1	28	-27
N0465	Counsel subordinates concerning personal matters	1	28	-27
P0544	Maintain administrative files	12	36	-25
N0479	Establish performance standards for subordinates	2	25	-24
N0508	Write recommendations for awards or decorations	1	25	-24
N0464	Conduct supervisory orientations for newly assigned personnel	1	24	-23
N0484	Evaluate personnel for compliance with performance standards	1	24	-23
N0467	Determine or establish work assignments or priorities	3	26	-23
O0531	Maintain training records or files	3	24	-22
N0459	Conduct on-the-job training (OJT)	7	29	-22

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TABLE 21

TASKS WHICH BEST DIFFERENTIATE BETWEEN AD AND ANG DAFSC 4A051 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS	ACTIVE DAFSC 4A051 (N=573)	ANG DAFSC 4A051 (N=72)	DIFF
N0507 Write or indorse military performance reports	27	4	23
N0462 Conduct supervisory performance feedback sessions	28	6	23
N0479 Establish performance standards for subordinates	25	4	21
A0006 File forms in outpatient records	24	82	-58
A0004 Create outpatient records for new patients	18	74	-56
A0005 File paperwork using medical record chargeout guides	23	78	-55
A0008 File or charge out outpatient records, other than for mobility processing	25	78	-52
A0026 Search for misplaced outpatient records	21	74	-52
A0016 Perform annual inventories of outpatient records	13	64	-51
A0007 File or charge out outpatient records for mobility processing	17	61	-45
A0015 Perform quality control checks of outpatient records	15	54	-39
A0024 Screen incoming or outgoing outpatient records	13	51	-38
A0001 Annotate sensitivity information on outpatient record folders	13	47	-35
A0021 Research, extract, or secure information from medical records	16	40	-25
M0436 Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	8	32	-24
A0020 Research incomplete patient identification information	19	42	-23
A0012 Monitor suspenses for charged out outpatient records	10	32	-21
M0428 Perform patient carries using hand or litter methods	10	31	-20

TABLE 22

TASKS WHICH BEST DIFFERENTIATE BETWEEN AD AND AFRC DAFSC 4A051 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		ACTIVE DAFSC 4A051 (N=573)	AFRC DAFSC 4A051 (N=76)	DIFF
N0507	Write or indorse military performance reports	27	8	19
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	22	4	18
N0470	Develop self-inspection or self-assessment program checklists	17	*	17
N0462	Conduct supervisory performance feedback sessions	28	12	16
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	19	3	16
N0508	Write recommendations for awards or decorations	25	9	16
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	16	1	15
N0480	Establish procedures for accountability of equipment, tools, parts, or supplies	16	1	15
N0504	Write job or position descriptions	21	7	15
N0463	Conduct safety inspections of equipment or facilities	19	5	14
A0006	File forms in outpatient records	24	55	-32
A0005	File paperwork using medical record chargeout guides	23	55	-32
A0008	File or charge out outpatient records, other than for mobility processing	25	54	-29
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	*	28	-27
A0004	Create outpatient records for new patients	18	43	-25
A0007	File or charge out outpatient records for mobility processing	17	41	-24
A0016	Perform annual inventories of outpatient records	13	34	-21
F0135	Manage mail distribution	9	29	-20
A0001	Annotate sensitivity information on outpatient record folders	13	33	-20
P0541	Initiate requests for official military orders	8	26	-19

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TABLE 23

TASKS WHICH BEST DIFFERENTIATE BETWEEN
ANG AND AFRC DAFSC 4A051 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		ANG DAFSC 4A051 (N=72)	AFRC DAFSC 4A051 (N=76)	DIFF
A0026	Search for misplaced outpatient records	74	39	34
A0004	Create outpatient records for new patients	74	43	30
A0016	Perform annual inventories of outpatient records	64	34	30
A0006	File forms in outpatient records	82	55	27
A0015	Perform quality control checks of outpatient records	54	29	25
A0021	Research, extract, or secure information from medical records	40	16	24
A0008	File or charge out outpatient records, other than for mobility processing	78	54	24
A0017	Pick up outpatient records from physicians or clinics to return to files	38	14	23
A0005	File paperwork using medical record chargeout guides	78	55	23
A0024	Screen incoming or outgoing outpatient records	51	30	21
A0007	File or charge out outpatient records for mobility processing	61	41	20
A0020	Research incomplete patient identification information	42	22	19
A0012	Monitor suspenses for charged out outpatient records	32	16	16
K0338	Perform antihijacking or search procedures for outgoing air evacuation patients, attendants, or baggage	*	22	-22
K0344	Place patient valuables in secure areas	*	21	-21
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	8	28	-19
K0352	Prepare aircraft patient baggage records	*	18	-18
K0312	Brief departing air evacuation patients	3	20	-17
K0311	Assemble patient records, medical supplies, or equipment for air evacuations	3	20	-17
I0265	Monitor or maintain unit training automated pay system (UTAPS)	*	17	-17
K0337	Order meals for air evacuation patients or attendants	4	21	-17

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TABLE 24

REPRESENTATIVE TASKS PERFORMED BY <u>TOTAL</u> 4A071 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=319)
N0459	Conduct on-the-job training (OJT)	56
N0467	Determine or establish work assignments or priorities	54
N0508	Write recommendations for awards or decorations	53
N0465	Counsel subordinates concerning personal matters	53
N0462	Conduct supervisory performance feedback sessions	51
O0531	Maintain training records or files	50
N0493	Interpret policies, directives, or procedures for subordinates	49
N0507	Write or indorse military performance reports	48
N0460	Conduct self-inspections or self-assessments	48
N0504	Write job or position descriptions	48
P0544	Maintain administrative files	47
N0479	Establish performance standards for subordinates	47
N0484	Evaluate personnel for compliance with performance standards	46
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	46
N0464	Conduct supervisory orientations for newly assigned personnel	45
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	44
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	40
N0501	Schedule personnel for TDY assignments, leaves, or passes	40
P0549	Write minutes of briefings, conferences, or meetings	39
N0492	Inspect personnel for compliance with military standards	39
N0473	Develop or establish work methods or procedures	39
N0456	Assign personnel to work areas or duty positions	38
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	37
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	36
O0512	Brief personnel concerning training programs or matters	35
N0482	Evaluate inspection report findings or inspection procedures	34
N0502	Schedule personnel to meet recognition boards or promotion boards	34
N0468	Develop organizational or functional charts	34
N0470	Develop self-inspection or self-assessment program checklists	34
P0545	Maintain or update status indicators, such as boards, graphs, or charts	33
N0489	Initiate personnel action requests	33
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	32
O0515	Counsel trainees on training progress	31
N0500	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	31
N0490	Initiate actions required due to substandard performance of personnel	31
N0497	Respond to patient concerns, complaints, or questionnaires	30
O0524	Evaluate progress of trainees	30
N0498	Review budget requirements	30
N0463	Conduct safety inspections of equipment or facilities	30

* Average Number of Tasks Performed - 52

TABLE 25

REPRESENTATIVE TASKS PERFORMED BY AD 4A071 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=247)
N0508	Write recommendations for awards or decorations	57
N0465	Counsel subordinates concerning personal matters	57
N0504	Write job or position descriptions	55
N0467	Determine or establish work assignments or priorities	54
N0507	Write or indorse military performance reports	54
N0459	Conduct on-the-job training (OJT)	53
N0462	Conduct supervisory performance feedback sessions	53
N0479	Establish performance standards for subordinates	51
N0460	Conduct self-inspections or self-assessments	51
N0493	Interpret policies, directives, or procedures for subordinates	50
N0484	Evaluate personnel for compliance with performance standards	49
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	48
N0501	Schedule personnel for TDY assignments, leaves, or passes	47
O0531	Maintain training records or files	46
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	46
N0464	Conduct supervisory orientations for newly assigned personnel	46
P0544	Maintain administrative files	45
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	44
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	42
N0492	Inspect personnel for compliance with military standards	42
N0473	Develop or establish work methods or procedures	42
N0502	Schedule personnel to meet recognition boards or promotion boards	41
N0482	Evaluate inspection report findings or inspection procedures	40
N0470	Develop self-inspection or self-assessment program checklists	39
N0489	Initiate personnel action requests	38
P0549	Write minutes of briefings, conferences, or meetings	37
N0468	Develop organizational or functional charts	37
P0545	Maintain or update status indicators, such as boards, graphs, or charts	36
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	36
N0500	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	36
N0475	Draft budget requirements	36
N0456	Assign personnel to work areas or duty positions	36
N0498	Review budget requirements	36
N0463	Conduct safety inspections of equipment or facilities	36
N0490	Initiate actions required due to substandard performance of personnel	34
O0512	Brief personnel concerning training programs or matters	33
P0540	Initiate or maintain standby rosters or workcenter pyramid recall rosters	33
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	33
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	33

*Average Number of Tasks Performed - 53

TABLE 26

REPRESENTATIVE TASKS PERFORMED BY <u>ANG</u> 4A071 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=15)
N0459	Conduct on-the-job training (OJT)	87
N0467	Determine or establish work assignments or priorities	87
A0008	File or charge out outpatient records, other than for mobility processing	87
O0531	Maintain training records or files	80
A0006	File forms in outpatient records	80
A0005	File paperwork using medical record chargeout guides	80
O0515	Counsel trainees on training progress	73
P0549	Write minutes of briefings, conferences, or meetings	73
O0512	Brief personnel concerning training programs or matters	73
A0026	Search for misplaced outpatient records	73
N0460	Conduct self-inspections or self-assessments	73
M0435	Set up or tear down tents	73
M0428	Perform patient carries using hand or litter methods	73
A0015	Perform quality control checks of outpatient records	73
A0004	Create outpatient records for new patients	73
O0524	Evaluate progress of trainees	67
F0132	Maintain publications libraries	67
M0434	Set up or tear down shelters	67
N0464	Conduct supervisory orientations for newly assigned personnel	67
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	67
N0474	Develop or establish work schedules	67
A0007	File or charge out outpatient records for mobility processing	67
M0436	Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	67
M0414	Don or doff chemical warfare personal protective clothing	60
A0016	Perform annual inventories of outpatient records	60
P0544	Maintain administrative files	60
N0456	Assign personnel to work areas or duty positions	60
N0493	Interpret policies, directives, or procedures for subordinates	60
A0022	Retire outpatient records	60
A0001	Annotate sensitivity information on outpatient record folders	60
O0520	Develop or procure training materials or aids	53
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	53
N0462	Conduct supervisory performance feedback sessions	53
N0484	Evaluate personnel for compliance with performance standards	53
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	53
F0128	Input PC III updates	53
N0497	Respond to patient concerns, complaints, or questionnaires	53
N0492	Inspect personnel for compliance with military standards	53
M0429	Perform or set up site security	47
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	47
O0527	Personalize lesson plans	47
F0135	Manage mail distribution	40
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	40

* Average Number of Tasks Performed - 64

TABLE 27

REPRESENTATIVE TASKS PERFORMED BY AFRC 4A071 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=57)
N0459	Conduct on-the-job training (OJT)	61
O0531	Maintain training records or files	58
P0544	Maintain administrative files	54
A0006	File forms in outpatient records	53
A0005	File paperwork using medical record chargeout guides	49
N0467	Determine or establish work assignments or priorities	47
A0008	File or charge out outpatient records, other than for mobility processing	46
O0515	Counsel trainees on training progress	46
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	46
A0026	Search for misplaced outpatient records	44
A0007	File or charge out outpatient records for mobility processing	44
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	42
P0549	Write minutes of briefings, conferences, or meetings	40
N0465	Counsel subordinates concerning personal matters	40
A0015	Perform quality control checks of outpatient records	39
A0016	Perform annual inventories of outpatient records	39
F0135	Manage mail distribution	39
F0127	Inprocess or outprocess squadron personnel	39
N0493	Interpret policies, directives, or procedures for subordinates	39
O0520	Develop or procure training materials or aids	37
A0004	Create outpatient records for new patients	37
N0508	Write recommendations for awards or decorations	37
O0512	Brief personnel concerning training programs or matters	37
N0464	Conduct supervisory orientations for newly assigned personnel	37
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	37
N0456	Assign personnel to work areas or duty positions	37
A0024	Screen incoming or outgoing outpatient records	35
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	35
A0001	Annotate sensitivity information on outpatient record folders	35
O0524	Evaluate progress of trainees	33
N0474	Develop or establish work schedules	33
N0484	Evaluate personnel for compliance with performance standards	32
N0460	Conduct self-inspections or self-assessments	30
F0128	Input PC III updates	30
M0414	Don or doff chemical warfare personal protective clothing	28
O0527	Personalize lesson plans	28
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	28
F0138	Monitor enlisted evaluation system (EES) or officer performance report (OPR) programs	28
N0507	Write or indorse military performance reports	28
N0473	Develop or establish work methods or procedures	28
A0021	Research, extract, or secure information from medical records	26
I0265	Monitor or maintain unit training automated pay system (UTAPS)	25

* Average Number of Tasks Performed - 43

TABLE 28

TASKS WHICH BEST DIFFERENTIATE BETWEEN AD DAFSCs 4A051 AND 4A071 PERSONNEL (PERCENT MEMBERS PERFORMING)

TASKS		ACTIVE DAFSC 4A051 (N=573)	ACTIVE DAFSC 4A071 (N=247)	DIFF
N0504	Write job or position descriptions	21	55	-34
N0508	Write recommendations for awards or decorations	25	57	-32
N0501	Schedule personnel for TDY assignments, leaves, or passes	16	47	-31
N0493	Interpret policies, directives, or procedures for subordinates	22	50	-29
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	19	46	-28
N0502	Schedule personnel to meet recognition boards or promotion boards	13	41	-28
N0460	Conduct self-inspections or self-assessments	23	51	-28
N0467	Determine or establish work assignments or priorities	26	54	-28
N0465	Counsel subordinates concerning personal matters	28	57	-28
N0489	Initiate personnel action requests	11	38	-27
N0456	Assign personnel to work areas or duty positions	9	36	-27
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	21	48	-27
N0507	Write or indorse military performance reports	27	54	-27
N0484	Evaluate personnel for compliance with performance standards	24	49	-26
N0482	Evaluate inspection report findings or inspection procedures	14	40	-26
N0479	Establish performance standards for subordinates	25	51	-26
N0500	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	12	36	-25
N0468	Develop organizational or functional charts	12	37	-25
N0462	Conduct supervisory performance feedback sessions	28	53	-25
N0475	Draft budget requirements	12	36	-24
N0498	Review budget requirements	11	36	-24
N0459	Conduct on-the-job training (OJT)	29	53	-24
N0492	Inspect personnel for compliance with military standards	19	42	-23
N0474	Develop or establish work schedules	20	43	-23

TABLE 29

TASKS WHICH BEST DIFFERENTIATE BETWEEN
ANG DAFSCs 4A051 AND 4A071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		ANG DAFSC 4A051 (N=72)	ANG DAFSC 4A071 (N=15)	DIFF
N0467	Determine or establish work assignments or priorities	10	87	-77
O0515	Counsel trainees on training progress	7	73	-66
O0512	Brief personnel concerning training programs or matters	8	73	-65
O0531	Maintain training records or files	18	80	-62
N0474	Develop or establish work schedules	6	67	-61
N0459	Conduct on-the-job training (OJT)	29	87	-58
O0524	Evaluate progress of trainees	8	67	-58
N0464	Conduct supervisory orientations for newly assigned personnel	10	67	-57
N0460	Conduct self-inspections or self-assessments	18	73	-55
N0456	Assign personnel to work areas or duty positions	11	60	-49
N0493	Interpret policies, directives, or procedures for subordinates	11	60	-49
N0462	Conduct supervisory performance feedback sessions	6	53	-48
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	6	53	-48
M0434	Set up or tear down shelters	19	67	-47
O0520	Develop or procure training materials or aids	7	53	-46
N0492	Inspect personnel for compliance with military standards	7	53	-46
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	7	53	-46
N0484	Evaluate personnel for compliance with performance standards	8	53	-45
O0511	Administer or score tests	3	47	-44
N0468	Develop organizational or functional charts	4	47	-43
N0479	Establish performance standards for subordinates	4	47	-43
M0428	Perform patient carries using hand or litter methods	31	73	-43
M0435	Set up or tear down tents	31	73	-43
F0132	Maintain publications libraries	24	67	-43
N0497	Respond to patient concerns, complaints, or questionnaires	13	53	-41

TABLE 30

TASKS WHICH BEST DIFFERENTIATE BETWEEN
AFRC DAFSCs 4A051 AND 4A071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		AFRC DAFSC 4A051 (N=76)	AFRC DAFSC 4A071 (N=57)	DIFF
N0459	Conduct on-the-job training (OJT)	26	61	-35
N0467	Determine or establish work assignments or priorities	17	47	-30
N0462	Conduct supervisory performance feedback sessions	12	40	-29
N0456	Assign personnel to work areas or duty positions	8	37	-29
N0508	Write recommendations for awards or decorations	9	37	-28
N0515	Counsel trainees on training progress	18	46	-27
O0531	Maintain training records or files	32	58	-26
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	12	37	-25
N0474	Develop or establish work schedules	11	33	-23
N0464	Conduct supervisory orientations for newly assigned personnel	14	37	-22
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	4	25	-21
N0465	Counsel subordinates concerning personal matters	20	40	-21
O0520	Develop or procure training materials or aids	17	37	-20
N0507	Write or indorse military performance reports	8	28	-20
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	16	35	-19
N0460	Conduct self-inspections or self-assessments	11	30	-19
O0524	Evaluate progress of trainees	16	33	-18
N0493	Interpret policies, directives, or procedures for subordinates	21	39	-18
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	28	46	-18

TABLE 31

TASKS WHICH BEST DIFFERENTIATE BETWEEN
AD AND ANG DAFSC 4A071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS	ACTIVE DAFSC 4A071 (N=247)	ANG DAFSC 4A071 (N=15)	DIFF
N0507 Write or indorse military performance reports	54	13	41
N0498 Review budget requirements	36	*	36
N0475 Draft budget requirements	36	*	36
N0501 Schedule personnel for TDY assignments, leaves, or passes	47	13	33
N0481 Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	36	7	29
N0504 Write job or position descriptions	55	27	29
N0506 Write or indorse civilian performance appraisals	27	*	27
N0480 Establish procedures for accountability of equipment, tools, parts, or supplies	32	7	26
N0455 Annotate time and attendance sheets for civilian employees	23	*	23
N0502 Schedule personnel to meet recognition boards or promotion boards	41	20	21
N0469 Develop resource protection programs	20	*	20
A0008 File or charge out outpatient records, other than for mobility processing	12	87	-75
A0005 File paperwork using medical record chargeout guides	7	80	-73
A0006 File forms in outpatient records	10	80	-70
A0004 Create outpatient records for new patients	6	73	-67
A0015 Perform quality control checks of outpatient records	9	73	-65
A0026 Search for misplaced outpatient records	9	73	-64
M0428 Perform patient carries using hand or litter methods	11	73	-62
F0132 Maintain publications libraries	7	67	-60
M0434 Set up or tear down shelters	8	67	-59
M0435 Set up or tear down tents	15	73	-58
M0436 Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	10	67	-57
A0007 File or charge out outpatient records for mobility processing	10	67	-57
A0022 Retire outpatient records	6	60	-54

TABLE 32

TASKS WHICH BEST DIFFERENTIATE BETWEEN AD AND AFRC DAFSC 4A071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		ACTIVE DAFSC 4A071 (N=247)	AFRC DAFSC 4A071 (N=57)	DIFF
N0502	Schedule personnel to meet recognition boards or promotion boards	41	7	34
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	36	2	34
N0504	Write job or position descriptions	55	23	33
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	42	11	31
N0501	Schedule personnel for TDY assignments, leaves, or passes	47	16	31
N0482	Evaluate inspection report findings or inspection procedures	40	11	30
N0480	Establish procedures for accountability of equipment, tools, parts, or supplies	32	5	27
N0470	Develop self-inspection or self-assessment program checklists	39	12	27
N0507	Write or indorse military performance reports	54	28	26
N0463	Conduct safety inspections of equipment or facilities	36	11	25
N0475	Draft budget requirements	36	11	25
N0479	Establish performance standards for subordinates	51	26	25
A0006	File forms in outpatient records	10	53	-43
A0005	File paperwork using medical record chargeout guides	7	49	-42
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	3	46	-42
A0026	Search for misplaced outpatient records	9	44	-35
A0008	File or charge out outpatient records, other than for mobility processing	12	46	-34
A0007	File or charge out outpatient records for mobility processing	10	44	-34
A0016	Perform annual inventories of outpatient records	6	39	-33
A0004	Create outpatient records for new patients	6	37	-31
A0024	Screen incoming or outgoing outpatient records	4	35	-31
A0015	Perform quality control checks of outpatient records	9	39	-30

TABLE 33

TASKS WHICH BEST DIFFERENTIATE BETWEEN ANG AND AFRC DAFSC 4A071 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		ANG DAFSC 4A071 (N=15)	AFRC DAFSC 4A071 (N=57)	DIFF
M0434	Set up or tear down shelters	67	9	58
M0428	Perform patient carries using hand or litter methods	73	16	58
F0132	Maintain publications libraries	67	16	51
M0435	Set up or tear down tents	73	23	51
M0436	Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	67	19	47
N0460	Conduct self-inspections or self-assessments	73	30	44
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	53	11	43
A0008	File or charge out outpatient records, other than for mobility processing	87	46	41
A0022	Retire outpatient records	60	19	41
M0429	Perform or set up site security	47	7	40
N0467	Determine or establish work assignments or priorities	87	47	39
N0497	Respond to patient concerns, complaints, or questionnaires	53	16	38
A0027	Transfer medical records or documents to other agencies	60	23	37
O0512	Brief personnel concerning training programs or matters	73	37	36
A0004	Create outpatient records for new patients	73	37	36
A0015	Perform quality control checks of outpatient records	73	39	35
N0474	Develop or establish work schedules	67	33	33
O0524	Evaluate progress of trainees	67	33	33
P0549	Write minutes of briefings, conferences, or meetings	73	40	33
F0140	Monitor medical library functions	40	7	33
A0019	Prepare requested outpatient records for other agencies	47	14	33
M0416	Inspect mobility bags or kits	47	14	33
I0265	Monitor or maintain unit training automated pay system (UTAPS)	*	25	-25

TABLE 34

REPRESENTATIVE TASKS PERFORMED BY <u>TOTAL</u> 4A091 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=36)
N0484	Evaluate personnel for compliance with performance standards	72
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	72
N0508	Write recommendations for awards or decorations	72
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	69
N0467	Determine or establish work assignments or priorities	69
N0462	Conduct supervisory performance feedback sessions	69
N0465	Counsel subordinates concerning personal matters	69
N0459	Conduct on-the-job training (OJT)	67
O0531	Maintain training records or files	64
N0493	Interpret policies, directives, or procedures for subordinates	64
N0456	Assign personnel to work areas or duty positions	64
N0479	Establish performance standards for subordinates	64
N0507	Write or indorse military performance reports	64
N0460	Conduct self-inspections or self-assessments	61
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	61
N0464	Conduct supervisory orientations for newly assigned personnel	61
N0474	Develop or establish work schedules	58
O0524	Evaluate progress of trainees	58
O0512	Brief personnel concerning training programs or matters	58
N0492	Inspect personnel for compliance with military standards	56
O0518	Develop training programs, plans, or procedures	53
P0544	Maintain administrative files	53
N0504	Write job or position descriptions	53
N0473	Develop or establish work methods or procedures	50
N0482	Evaluate inspection report findings or inspection procedures	50
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	50
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	50
N0468	Develop organizational or functional charts	50
P0549	Write minutes of briefings, conferences, or meetings	50
O0520	Develop or procure training materials or aids	44
O0521	Establish or maintain study reference files	42
O0515	Counsel trainees on training progress	42
N0502	Schedule personnel to meet recognition boards or promotion boards	42
N0501	Schedule personnel for TDY assignments, leaves, or passes	42
N0457	Assign sponsors for newly assigned personnel	39
N0490	Initiate actions required due to substandard performance of personnel	39
N0500	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	39
N0475	Draft budget requirements	36

*Average Number of Tasks Performed - 69

TABLE 35

REPRESENTATIVE TASKS PERFORMED BY AD 4A091 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=20)
N0508	Write recommendations for awards or decorations	75
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	70
N0493	Interpret policies, directives, or procedures for subordinates	65
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	65
N0465	Counsel subordinates concerning personal matters	65
N0467	Determine or establish work assignments or priorities	65
N0507	Write or indorse military performance reports	65
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	60
N0484	Evaluate personnel for compliance with performance standards	60
N0482	Evaluate inspection report findings or inspection procedures	60
N0479	Establish performance standards for subordinates	60
N0462	Conduct supervisory performance feedback sessions	60
N0475	Draft budget requirements	55
N0474	Develop or establish work schedules	55
N0456	Assign personnel to work areas or duty positions	55
N0489	Initiate personnel action requests	55
O0512	Brief personnel concerning training programs or matters	55
N0498	Review budget requirements	50
N0473	Develop or establish work methods or procedures	50
N0492	Inspect personnel for compliance with military standards	50
N0471	Develop inputs to mobility, contingency, disaster preparedness, or unit emergency or alert plans	50
N0459	Conduct on-the-job training (OJT)	50
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	50
N0468	Develop organizational or functional charts	50
N0502	Schedule personnel to meet recognition boards or promotion boards	50
N0464	Conduct supervisory orientations for newly assigned personnel	50
N0504	Write job or position descriptions	50
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	45
O0531	Maintain training records or files	45
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	45
N0501	Schedule personnel for TDY assignments, leaves, or passes	45
N0499	Review mobility, contingency, disaster preparedness, or unit emergency or alert plans	45
P0549	Write minutes of briefings, conferences, or meetings	45
O0518	Develop training programs, plans, or procedures	40
N0505	Write staff studies, surveys, or routine reports, other than training or inspection reports	40
P0540	Initiate or maintain standby rosters or workcenter pyramid recall rosters	40
O0524	Evaluate progress of trainees	40

*Average Number of Tasks Performed - 54

TABLE 36

REPRESENTATIVE TASKS PERFORMED BY AFRC 4A091 PERSONNEL

TASKS		PERCENT MEMBERS PERFORMING (N=14)
N0459	Conduct on-the-job training (OJT)	86
O0531	Maintain training records or files	86
N0484	Evaluate personnel for compliance with performance standards	86
N0460	Conduct self-inspections or self-assessments	79
N0462	Conduct supervisory performance feedback sessions	79
O0524	Evaluate progress of trainees	79
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	71
N0464	Conduct supervisory orientations for newly assigned personnel	71
N0467	Determine or establish work assignments or priorities	71
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	71
N0456	Assign personnel to work areas or duty positions	71
P0544	Maintain administrative files	71
N0465	Counsel subordinates concerning personal matters	71
N0479	Establish performance standards for subordinates	64
N0474	Develop or establish work schedules	64
O0518	Develop training programs, plans, or procedures	64
N0508	Write recommendations for awards or decorations	64
O0515	Counsel trainees on training progress	64
O0521	Establish or maintain study reference files	64
N0489	Initiate personnel action requests	64
F0134	Maintain or review personal information files (PIFs)	64
N0492	Inspect personnel for compliance with military standards	57
N0493	Interpret policies, directives, or procedures for subordinates	57
O0512	Brief personnel concerning training programs or matters	57
N0507	Write or indorse military performance reports	57
P0539	Initiate requests for rescheduling unit training assemblies (UTAs)	57
O0520	Develop or procure training materials or aids	57
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	57
N0473	Develop or establish work methods or procedures	50
A0006	File forms in outpatient records	50
A0005	File paperwork using medical record chargeout guides	50
N0457	Assign sponsors for newly assigned personnel	50
N0504	Write job or position descriptions	50
P0545	Maintain or update status indicators, such as boards, graphs, or charts	50
N0468	Develop organizational or functional charts	50
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	50
O0523	Evaluate effectiveness of training programs, plans, or procedures	50
O0519	Develop written tests	50
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	50

*Average Number of Tasks Performed - 79

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TABLE 37

TASKS WHICH BEST DIFFERENTIATE BETWEEN
AD DAFSC 4A071 AND DAFSC 4A091 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		AD DAFSC 4A071 (N=247)	AD DAFSC 4A091 (N=20)	DIFF
H0179	Coordinate equipment turn-in and transport to Defense Reutilization Marketing Office (DRMO)	17	*	17
H0182	Develop backup recovery procedures for computer systems	17	*	17
P0545	Maintain or update status indicators, such as boards, graphs, or charts	36	20	16
H0186	Install computer systems	20	5	15
H0180	Coordinate computer systems risk analysis procedures with base agencies	14	*	14
H0203	Perform system shutdown or startup procedures	19	5	14
H0217	Troubleshoot software problems	19	5	14
H0177	Conduct computer systems users group meetings	13	*	13
H0193	Monitor medical computer systems contingency plans	13	*	13
H0219	Update system information, such as system users or passwords	18	5	13
H0209	Restart single users after workstation hang-ups	18	5	13
M0437	Assign personnel to mobility or contingency positions	14	40	-26
I0279	Review or update unit manning documents	11	35	-24
N0471	Develop inputs to mobility, contingency, disaster preparedness, or unit emergency or alert plans	27	50	-23
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	48	70	-22
O0512	Brief personnel concerning training programs or matters	33	55	-22
N0505	Write staff studies, surveys, or routine reports, other than training or inspection reports	19	40	-21
N0482	Evaluate inspection report findings or inspection procedures	40	60	-20
N0456	Assign personnel to work areas or duty positions	36	55	-19
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	46	65	-19
N0475	Draft budget requirements	36	55	-19
N0454	Analyze data from patient concerns, complaints, or questionnaires	17	35	-18

TABLE 38

TASKS WHICH BEST DIFFERENTIATE BETWEEN
AFRC DAFSCs 4A071 AND 4A091 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS		AFRC DAFSC 4A071 (N=54)	AFRC DAFSC 4A091 (N=14)	DIFF
N0484	Evaluate personnel for compliance with performance standards	32	86	-54
O0521	Establish or maintain study reference files	12	64	-52
N0489	Initiate personnel action requests	16	64	-49
N0460	Conduct self-inspections or self-assessments	30	79	-49
O0524	Evaluate progress of trainees	33	79	-45
K0314	Confirm final or interim destinations of air evacuation patients	2	43	-41
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	11	50	-39
N0479	Establish performance standards for subordinates	26	64	-38
N0462	Conduct supervisory performance feedback sessions	40	79	-38
F0134	Maintain or review personal information files (PIFs)	28	64	-36
O0518	Develop training programs, plans, or procedures	28	64	-36
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	35	71	-36
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	37	71	-35
N0456	Assign personnel to work areas or duty positions	37	71	-35
N0464	Conduct supervisory orientations for newly assigned personnel	37	71	-35
K0317	Contact hospitals to update mission loads and times	2	36	-34
O0522	Evaluate training methods or techniques of instructors	9	43	-34
M0428	Perform patient carries using hand or litter methods	16	50	-34
N0468	Develop organizational or functional charts	16	50	-34
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	25	57	-33
N0492	Inspect personnel for compliance with military standards	25	57	-33
K0312	Brief departing air evacuation patients	4	36	-32
N0482	Evaluate inspection report findings or inspection procedures	11	43	-32

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TABLE 39

TASKS WHICH BEST DIFFERENTIATE BETWEEN
AD DAFSC 4A091 AND AFRC DAFSC 4A091 PERSONNEL
(PERCENT MEMBERS PERFORMING)

TASKS	AD DAFSC 4A091 (N=20)	AFRC DAFSC 4A091 (N=14)	DIFF
N0475 Draft budget requirements	55	14	41
N0499 Review mobility, contingency, disaster preparedness, or unit emergency or alert plans	45	7	38
N0498 Review budget requirements	50	14	36
N0471 Develop inputs to mobility, contingency, disaster preparedness, or unit emergency or alert plans	50	14	36
M0437 Assign personnel to mobility or contingency positions	40	7	33
N0481 Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	45	14	31
N0506 Write or indorse civilian performance appraisals	35	7	28
N0453 Access patient advocate or customer service representatives	35	7	28
I0224 Certify TDY funds availability	25	*	25
N0502 Schedule personnel to meet recognition boards or promotion boards	50	29	21
N0454 Analyze data from patient concerns, complaints, or questionnaires	35	14	21
F0134 Maintain or review personal information files (PIFs)	5	64	-59
P0539 Initiate requests for rescheduling unit training assemblies (UTAs)	*	57	-57
F0142 Perform customer account representative (CAR) duties	*	50	-50
A0005 File paperwork using medical record chargeout guides	5	50	-45
O0515 Counsel trainees on training progress	20	64	-44
K0314 Confirm final or interim destinations of air evacuation patients	*	43	-43
O0514 Conduct formal course classroom training	*	43	-43
I0265 Monitor or maintain unit training automated pay system (UTAPS)	*	43	-43
A0024 Screen incoming or outgoing outpatient records	*	43	-43
F0127 Inprocess or outprocess squadron personnel	15	57	-42
O0531 Maintain training records or files	45	86	-41
M0436 Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	10	50	-40

TRAINING ANALYSIS

Occupational survey data are one of many sources of information that can be used to assist in the development of a training program relevant to the needs of personnel in their first enlistment. Factors which may be used in evaluating training include the overall description of the work being performed by first-enlistment personnel, their overall distribution across career ladder jobs, and the percentages of first-enlistment (1-48 months TAFMS) members performing specific tasks, as well as TE and TD ratings (previously explained in the **SURVEY METHODOLOGY** section).

First-Enlistment Personnel

In this study, there are 404 members in their first-enlistment (1-48 months TAFMS), representing 29 percent of the total survey sample. Figure 2 reflects the distribution of first-enlistment personnel within the career ladder. Forty percent of these airmen are performing in the Outpatient Records Cluster, which is the largest job or cluster in the career ladder. Table 40 displays the relative percent of time spent on duties by first-enlistment personnel. Reviewing the table, first-enlistment personnel spend 49 percent of their time performing the tasks of Duties A and B.

Table 41 lists representative tasks performed by first-enlistment personnel. Most involve the maintenance and handling of outpatient records.

Table 42 reflects the Equipment used by AD first-enlistment respondents, while Table 43 lists the Computer Software used.

DISTRIBUTION OF 4A031 FIRST-ENLISTMENT PERSONNEL ACROSS SPECIALTY JOBS
(N = 404)

General Admin Cluster
2%

Other
6%

Not Grouped
15%

Managed Care Job
3%

Alternate Care Cluster
3%

Accounting Cluster
3%

Squadron Admin
Cluster
6%

Aeromedical Evac
Cluster
6%

Medical Info Systems
Job
8%

Admissions &
Dispositions Cluster
8%

Outpatient Records
Cluster
40%
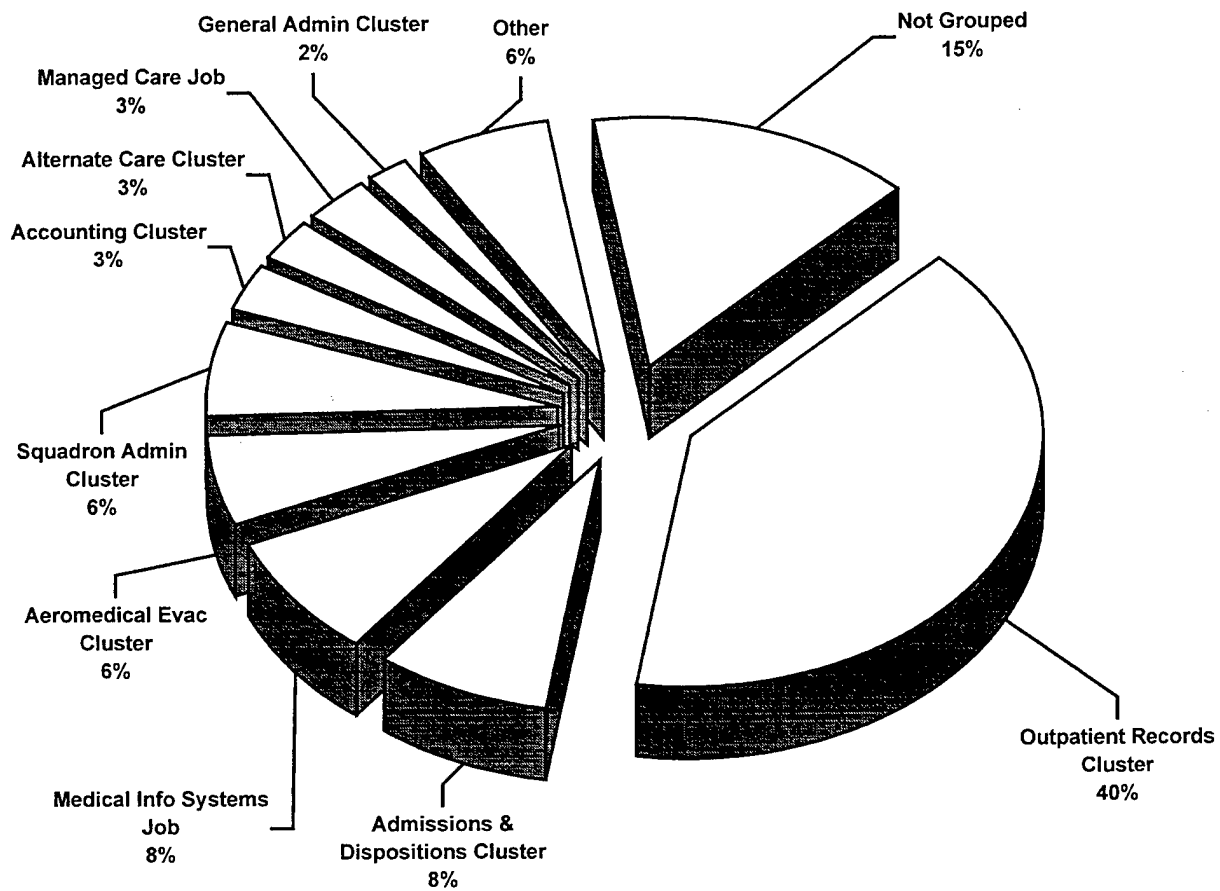
FIGURE 2

TABLE 40

RELATIVE PERCENT TIME SPENT ON DUTIES BY AFSC 4A0X1
AD FIRST-ENLISTMENT PERSONNEL
(N=404)

DUTIES		PERCENT TIME SPENT
A	PERFORMING OUTPATIENT RECORDS ACTIVITIES	39
B	PERFORMING ADMISSIONS AND DISPOSITIONS (A&D) ACTIVITIES	10
C	PERFORMING MEDICAL EVALUATION BOARD (MEB) ACTIVITIES	1
D	PERFORMING MANAGED CARE ACTIVITIES	5
E	PERFORMING PATIENT ADMINISTRATIVE ACTIVITIES	3
F	PERFORMING MEDICAL SQUADRON PERSONNEL ACTIVITIES	7
G	PERFORMING INPATIENT RECORDS ACTIVITIES	3
H	PERFORMING MEDICAL INFORMATION SYSTEMS ACTIVITIES	9
I	PERFORMING RESOURCE MANAGEMENT ACTIVITIES	7
J	PERFORMING ADMINISTRATIVE ACTIONS AT STAFF LEVELS	0
K	PERFORMING AEROMEDICAL EVACUATION ACTIVITIES	5
L	PERFORMING FACILITIES MANAGEMENT ACTIVITIES	0
M	PERFORMING MEDICAL READINESS, MOBILITY, OR CONTINGENCY ACTIVITIES	2
N	PERFORMING MANAGEMENT AND SUPERVISORY ACTIVITIES	3
O	PERFORMING TRAINING ACTIVITIES	1
P	PERFORMING GENERAL ADMINISTRATIVE OR SUPPLY ACTIVITIES	5

TABLE 41

REPRESENTATIVE TASKS PERFORMED BY AFSC 4A0X1
AD FIRST-ENLISTMENT PERSONNEL
(N=404)

TASKS		PERCENT MEMBERS PERFORMING
A0026	Search for misplaced outpatient records	45
A0004	Create outpatient records for new patients	41
A0017	Pick up outpatient records from physicians or clinics to return to files	40
A0020	Research incomplete patient identification information	39
A0025	Search worldwide locators for patient locations or forward paperwork to appropriate agencies	39
A0027	Transfer medical records or documents to other agencies	38
A0022	Retire outpatient records	37
A0007	File or charge out outpatient records for mobility processing	37
A0018	Prepare outpatient records for transfer within MTFs	35
A0009	Forward appointment sheets or outpatient records to clinics	34
A0021	Research, extract, or secure information from medical records	29
A0019	Prepare requested outpatient records for other agencies	27
A0024	Screen incoming or outgoing outpatient records	26
A0015	Perform quality control checks of outpatient records	26
A0016	Perform annual inventories of outpatient records	26
A0001	Annotate sensitivity information on outpatient record folders	25
A0010	Forward medical documents to resource management offices for billing	23
B0033	Create embossed patient identification cards	22
A0012	Monitor suspenses for charged out outpatient records	22
E0103	Determine patient eligibility for medical care	21
B0028	Admit or discharge patients	19
B0029	Collect information for notifications of next of kin in event of patient deaths	15
B0052	Process requests for release of medical information, such as Freedom of Information Act requests	14
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	14
E0104	Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	14
B0050	Prepare or distribute admissions and dispositions (A&D) reports	14
B0043	Notify units concerning admissions of members to hospital	14
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	13
F0127	Inprocess or outprocess squadron personnel	13
B0038	Monitor active-duty patients in civilian facilities	13
B0048	Prepare medical identification cards or bands for patients	12
B0034	Educate patients on advanced medical directives	12
F0135	Manage mail distribution	10
H0217	Troubleshoot software problems	10
P0549	Write minutes of briefings, conferences, or meetings	10
P0535	Coordinate or schedule patient appointments through CHCS	9

* Average Number of Tasks Performed - 23

TABLE 42

EQUIPMENT USED BY AD FIRST-ENLISTMENT AFSC 4A0X1 PERSONNEL
(PERCENT MEMBERS OPERATING)

EQUIPMENT	1ST ENL (N=404)
Printers, Laser	80
Copying Machines	76
Facsimile (Fax) Machines, other than Omnifax	69
Electronic Mail Systems	68
Shredders	64
Labeling Machines	49
Typewriters, Electric	47
Paging and Intercommunications Systems	36
Scanners, Bar Code	32
Calculators	30
Microcomputers	27
Microfiche Equipment	25
Printers, Dot Matrix	24
Embossers	20
Word Processors	17
Modems	16
Mainframe Computers	14
Televisions (TVs)	12
Remote Keyboard Terminals	11
Printers, Paint Jet	11
Secure Telephone Units (STU-IIIs)	10
Video Cassette Recorders (VCRs)	10
Minicomputers	10
Scanners, other than Bar Code	8
Handheld Radios	8
Typewriters, Manual	8
Audiovisual Equipment	7
Video Teleconferencing (VTC) Equipment	7
Projectors, Data	7
Laminators	6
Scantrons	3
Omnifax Machines	3
CD Writers	3
Imprinters	3
Projectors, other than Data	3

TABLE 43

COMPUTER SOFTWARE USED BY AD FIRST-ENLISTMENT AFSC 4A0X1 PERSONNEL
(PERCENT MEMBERS PERFORMING)

SOFTWARE	1ST ENL (N=404)
Microsoft Word	76
FormFlow	65
Excel	64
Internet	54
PowerPoint	44
Access	35
Exchange	27
Word Perfect	21
SARAH-Lite	7
Lotus	5
DBase III	3
Third Party Collection Outpatient System (TPCOS)	3
Word Processing System (WPS) Plus	3
Adobe Pagemaker	2
Linkworks	2
DBase IV	1
Microbass	1

Training Emphasis (TE) and Task Difficulty (TD) Data

TE and TD data are secondary factors that can assist technical school personnel in deciding which tasks should be emphasized in entry-level training. These ratings, based on the judgments of senior career ladder NCOs working at operational units in the field, are collected to provide training personnel with a rank-ordering of those tasks in the JI considered important for first-enlistment personnel, along with a measure of the difficulty of the JI tasks (see high rated tasks presented in Table 44). When combined with data on the percentages of first-enlistment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings, but low percentages performing, may be more appropriately planned for OJT programs within the career ladder. Low task factor ratings may highlight tasks best omitted from training for first-enlistment personnel, but this decision must be weighed against percentages of personnel performing the tasks, command concerns, and criticality of the tasks.

TE ratings of 4A0X1 first-enlistment airmen were unreliable, making this data unacceptable for quantitative analysis.

Table 44 shows TD raters reported maintaining local area network (LAN) systems and troubleshooting network resource problems to be among the most difficult tasks to learn. However, due to the low numbers of individuals performing these types of tasks, they would be inappropriate for inclusion in a resident curriculum and are more appropriately taught as OJT items.

Various lists of tasks, accompanied by TD ratings are contained in the TRAINING EXTRACT package and should be reviewed in detail by training school personnel. (For a more detailed explanation of TE and TD ratings, see Task Factor Administration in the **SURVEY METHODOLOGY** section of this report.)

TABLE 44

TASKS RATED HIGHEST IN TASK DIFFICULTY

TASKS		TASK DIFF	PERCENT MEMBERS PERFORMING				
			4A0X1 1ST JOB (N=145)	4A0X1 1ST ENL (N=404)	4A031 (N=306)	4A051 (N=573)	4A071 (N=247)
H0189	Maintain local area network (LAN) systems	7.61	3	6	8	12	15
H0216	Troubleshoot network resource problems	7.30	3	7	9	13	15
H0217	Troubleshoot software problems	7.12	3	10	11	17	19
H0215	Troubleshoot computer hardware problems	7.03	3	9	10	16	17
H0214	Troubleshoot communications problems	6.90	2	6	7	13	14
H0199	Perform computer systems network maintenance	6.87	2	5	8	11	14
J0309	Write, coordinate, or publish MAJCOM supplements to USAF or Department of Defense (DOD) directives	6.83	0	0	0	0	4
J0288	Conduct health services management inspections (HSMIs)	6.78	0	0	0	1	1
D0090	Prepare market analyses	6.75	2	2	1	2	5
D0080	Collect and analyze data for contract effectiveness	6.70	2	2	2	5	8
H0207	Reorganize databases	6.67	1	4	5	9	16
H0190	Monitor computer systems performance	6.66	3	6	7	14	18
J0301	Initiate or monitor testing or redesign of software or subsystems	6.63	0	0	0	0	4
D0091	Prepare reports on contract effectiveness	6.61	1	2	2	2	6
H0184	Develop risk analysis procedures for computer systems	6.60	1	2	3	5	13
H0176	Change computer systems configurations	6.59	2	6	8	15	17
M0410	Determine cost factors for support agreements	6.55	0	0	0	1	3
I0262	Monitor medical expense and performance reporting system (MEPRS) programs	6.52	2	2	2	3	6
H0182	Develop backup recovery procedures for computer systems	6.49	1	4	7	11	17
H0201	Perform preventive maintenance on computer hardware	6.49	1	6	7	13	15
D0078	Assist in development of health services resource plans	6.48	1	2	2	3	6
H0206	Remove or replace computer systems components or accessories	6.46	3	7	9	15	19
N0481	Evaluate compliance with Joint Commission on Accreditation standards of Hospitals Organization (JCAHO)	6.43	0	1	1	16	36
H0218	Update system configurations, such as logons or printers	6.43	3	8	9	16	17
O0519	Develop written tests	6.41	0	0	2	4	9
D0086	Develop marketing materials	6.41	1	3	3	5	8

*   **Average TD Rating is 5.00**

Specialty Training Standard (STS)

A comprehensive review of STS 4A0X1, dated January 1999, compared STS items to survey data (based on the previously mentioned assistance from subject-matter experts in matching JI tasks to STS elements). STS elements containing general knowledge information, mandatory entries, subject-matter-knowledge-only requirements, or basic supervisory responsibilities were not examined. Task knowledge and performance elements of the STS were compared against the standard set forth in AETCI 36-2601 and AFI 36-2623 (i.e., include tasks performed or knowledge required by 20 percent or more of the personnel in a skill level [criterion group] of the AFS).

Overall, the STS provides comprehensive coverage of the work performed by personnel in this career ladder, with survey data supporting all of the essential elements. Some elements warrant review by training personnel for proper proficiency coding.

Tasks not referenced to any element of the STS are listed at the end of the STS computer listing. These tasks were reviewed to determine if there were any tasks concentrated around any particular function or job. There were no significant technical tasks not referenced to the STS.

TABLE 45

EXAMPLES OF TECHNICAL TASKS PERFORMED BY FEWER
THAN 20 PERCENT AND REFERNECED IN THE STS

TASKS	PERCENT MEMBERS PERFORMING			TASK DIFF
	1ST JOB (N=145)	1ST ENL (N=404)	3-SKL LVL (N=306)	
12. **ELIGIBILITY**				
12.2. Verify Eligibility			2b	
E0104 Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	13	14	12	4.98
17 **DISPOSTION PROCESS**				
17.1 Perform Disposition Functions			2b	
B0030 Collect patient valuables	8	5	10	3.84
B0035 Inventory deceased patients' personal effects	5	7	6	3.76
B0037 Maintain rosters of persons seriously ill, very seriously ill, or incapacitated	7	8	7	4.10
B0044 Obtain approval signatures for autopsies	8	7	6	3.68
B0046 Prepare fetal death certificates	6	7	7	4.85
B0047 Prepare death certificates, other than fetal	12	10	10	4.79
B0051 Process remains of deceased patients	3	5	5	4.30
B0053 Release patient baggage	3	4	3	3.39
B0055 Turn over deceased patients' personal effects to next of kin or estate executors	4	6	6	4.07

* **Average TD Rating is 5.00**

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Plan of Instruction (POI) Analysis

Technical school SMEs matched JI tasks to POI J3ABR4A031-000, dated 30 August 1999, training objectives. Objectives were evaluated in method similar to the STS analysis, as percent members performing data for first-job (1-24 months TAFMS) and first-enlistment (1-48 months TAFMS) personnel, and TD ratings were examined.

POI blocks, units of instruction, and criterion objectives were compared against guidance provided by AETCR 52-22 (30 percent or more criterion first-enlistment group performing trained tasks). In accordance with this guidance, tasks trained in the course not meeting these criteria should be considered for elimination from formal course training if not justified on some other acceptable basis.

POI analysis reveals some examples of tasks that are taught in the technical schools, but there is not a high percentage performing those tasks (Table 46). There are other tasks that the data does not support, but reference the training extract for further information. Once again, there were no significant technical tasks not referenced to the POI.

TABLE 46

EXAMPLES OF AFSC 4A0X1 POI ITEMS
SUGGESTED FOR REDUCTION OF PROFICIENCY CODING OR DELETION
(LOW PERCENTAGES OF MEMBERS PERFORMING)

TASKS	1st JOB	1st ENL	TASK DIFF
I.9.a **Given appropriate publications and materials, develop a draft of Air Force correspondence with no more than two instructor assists. STS: 8.1 Meas: PC, W**			
P0548 Prepare administrative or classified materials or documents for mailing, transporting, or issue	7	14	4.81
P0549 Write minutes or briefings, conferences, or meetings	3	10	5.06
I.9.c **Given appropriate material and a computer software application program, prepare an electronic message with no more than two instructor assists. STS: 9.7 Meas: PC, W**			
O0528 Prepare electronic messages using SARAH-Lite message system	1	1	5.19
II.3.b **Perform procedures associated with appointment and scheduling functions with no more than two errors and two instructor assists**			
P0535 Coordinate or schedule patient appointments through CHCS	5	9	4.55
III.2.f **Given appropriate forms and automated computer system, perform functions involved with casualty and death reporting with no more than tow instructor assists. STS: 17.3 Meas: PC, W**			
B0037 Maintain rosters or persons seriously ill, very seriously ill, or incapacitated	7	8	4.10
B0039 Notify appropriate agencies of seriously ill, very seriously ill, or incapacitated personnel	10	10	3.92
B0044 Obtain approval signatures for autopsies	8	7	3.68
B0046 Prepare fetal death certificates	6	7	4.85

** Average TD Rating is 5.00

JOB SATISFACTION ANALYSIS

An examination of the job satisfaction indicators of various groups can give career ladder managers a better understanding of some of the factors which may affect the job performance of airmen in the career ladder. Attitude questions covering job interest, perceived utilization of talents and training, sense of accomplishment from work, and reenlistment intentions were included in the survey booklet to provide indications of job satisfaction.

Table 47 presents job satisfaction data for AFSC 4A0X1 TAFMS groups, together with TAFMS data for a comparative sample of Medical Services career ladders surveyed in 1998. First-enlistment groups rated perception of job interest, utilization of talents, utilization of training, and sense of accomplishment gained from work are lower than the comparative sample. The first and second enlistments have higher reenlistment intentions than the comparative sample. Second-enlistment and career rate a high sense of accomplishment gained from work.

An indication of how job satisfaction perceptions have changed over time is provided in Table 48, where TAFMS data for the current survey respondents are presented, along with data from the last occupational survey report. Reviewing this table, current survey satisfaction ratings for job interest, perceived utilization of talents, perceived utilization of training, and sense of accomplishment from work are rated about the same from the previous survey for all TAFMS groups. Reenlistment intentions for all TAFMS groups are lower than the 1996 survey.

In Table 49, a review of the job satisfaction ratings for the specialty jobs and clusters identified, reveal that Medical Mobility Job has a low percentage of individuals who feel their training is utilized and have a low sense of accomplishment. There is also a low percentage of job interest and sense of accomplishment in the Outpatient Records Cluster.

TABLE 47

COMPARISON OF JOB SATISFACTION INDICATORS BY TAFMS GROUPS
(PERCENT MEMBERS RESPONDING)

	1-18 MOS TAFMS		49-96 MOS TAFMS		97+ MOS TAFMS	
	1999 4A0X1 (N=404)	COMP SAMPLE* (N=359)	1999 4A0X1 (N=163)	COMP SAMPLE* (N=217)	1999 4A0X1 (N=581)	COMP SAMPLE* (N=428)
EXPRESSED JOB INTEREST:						
INTERESTING	47	72	72	65	79	73
SO-SO	25	15	16	19	11	16
DULL	28	13	12	16	10	11
PERCEIVED UTILIZATION OF TALENTS:						
FAIRLY WELL TO PERFECTLY	61	82	77	77	85	82
LITTLE OR NOT AT ALL	39	18	23	23	15	18
PERCEIVED UTILIZATION OF TRAINING:						
FAIRLY WELL TO PERFECTLY	72	88	71	86	76	87
LITTLE OR NOT AT ALL	28	12	29	15	24	13
SENSE OF ACCOMPLISHMENT GAINED FROM WORK:						
SATISFIED	54	69	67	58	76	69
NEUTRAL	19	14	15	17	10	11
DISSATISFIED	27	17	18	25	14	20
REENLISTMENT INTENTIONS:						
YES, OR PROBABLY YES	54	47	65	54	67	71
NO, OR PROBABLY NO	46	53	34	46	9	8
PLAN TO RETIRE	0	0	0	0	24	21

* Comparative sample of Medical Services career ladders surveyed in 1998 include 4J0X2, 4P0X1, 4U0X1 AFSCs.

TABLE 48

COMPARISON OF CURRENT SURVEY AND PREVIOUS SURVEY BY TAFMS GROUPS
(PERCENT MEMBERS RESPONDING)

	1-48 MOS TAFMS		49-96 MOS TAFMS		97+ MOS TAFMS	
	1999 4A0X1 (N=404)	1996 4A0X1 (N=378)	1999 4A0X1 (N=163)	1996 4A0X1 (N=268)	1999 4A0X1 (N=581)	1996 4A0X1 (N=704)
EXPRESSED JOB INTEREST:						
INTERESTING	47	49	72	66	79	77
SO-SO	25	27	16	18	11	15
DULL	28	24	12	16	10	9
PERCEIVED UTILIZATION OF TALENTS:						
FAIRLY WELL TO PERFECTLY	61	60	77	75	85	83
LITTLE OR NOT AT ALL	39	40	23	25	15	17
PERCEIVED UTILIZATION OF TRAINING:						
FAIRLY WELL TO PERFECTLY	72	75	71	71	76	74
LITTLE OR NOT AT ALL	28	25	29	29	24	26
SENSE OF ACCOMPLISHMENT GAINED FROM WORK:						
SATISFIED	54	54	67	66	76	75
NEUTRAL	19	18	15	15	10	10
DISSATISFIED	27	28	18	19	14	15
REENLISTMENT INTENTIONS:						
YES, OR PROBABLY YES	54	59	65	76	67	75
NO, OR PROBABLY NO	46	41	34	24	9	10
PLAN TO RETIRE	0	0	0	0	24	15

TABLE 49

COMPARISON OF JOB SATISFACTION INDICATORS BY AD SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)

	Outpatient Records Cluster (N=348)	Supervsry Cluster (N=213)	Med Info Systems Job (N=155)	A & D Cluster (N=60)	Aeromed Evac Cluster (N=59)	Medical Ready Job (N=54)
EXPRESSED JOB INTEREST:						
INTERESTING	30	81	91	58	71	84
SO-SO	31	10	7	25	12	8
DULL	39	9	1	17	17	8
PERCEIVED UTILIZATION OF TALENTS:						
FAIRLY WELL TO PERFECTLY	50	87	91	78	78	90
LITTLE OR NOT AT ALL	50	13	9	22	22	10
PERCEIVED UTILIZATION OF TRAINING:						
FAIRLY WELL TO PERFECTLY	72	85	70	82	68	87
LITTLE OR NOT AT ALL	28	15	30	18	32	13
SENSE OF ACCOMPLISHMENT GAINED FROM WORK:						
SATISFIED	41	80	88	66	64	75
NEUTRAL	22	7	3	22	17	12
DISSATISFIED	37	13	9	12	19	13
REENLISTMENT INTENTIONS:						
YES, OR PROBABLY YES	56	62	67	57	63	67
NO, OR PROBABLY NO	39	11	20	40	29	13
WILL RETIRE	5	27	13	3	8	19

TABLE 49 (CONTINUED)

COMPARISON OF JOB SATISFACTION INDICATORS BY AD SPECIALTY JOBS
(PERCENT MEMBERS RESPONDING)

	Squadron Admin Cluster (N=46)	Training Cluster (N=38)	Med Eval Board Cluster (N=25)	Alter Care Cluster (N=23)	General Admin Cluster (N=23)	Accting Cluster (N=18)
EXPRESSED JOB INTEREST:						
INTERESTING	60	83	76	70	73	89
SO-SO	20	11	16	17	18	0
DULL	20	6	8	13	9	11
PERCEIVED UTILIZATION OF TALENTS:						
FAIRLY WELL TO PERFECTLY	66	89	84	78	77	89
LITTLE OR NOT AT ALL	34	11	16	22	23	11
PERCEIVED UTILIZATION OF TRAINING:						
FAIRLY WELL TO PERFECTLY	41	72	92	87	77	77
LITTLE OR NOT AT ALL	59	28	8	13	23	23
SENSE OF ACCOMPLISHMENT GAINED FROM WORK:						
SATISFIED	66	72	84	65	73	77
NEUTRAL	9	6	12	22	9	17
DISSATISFIED	25	22	4	13	18	6
REENLISTMENT INTENTIONS:						
YES, OR PROBABLY YES	64	78	60	56	64	94
NO, OR PROBABLY NO	34	11	16	35	32	6
WILL RETIRE	2	11	24	9	5	0

TABLE 49 (CONTINUED)

COMPARISON OF JOB SATISFACTION INDICATORS BY AD PECIALTY JOBS
(PERCENT MEMBERS RESPONDING)

	Resource Mngmnt Cluster (N=17)	Managed Care Job (N=17)	Facilities Mngmnt Job (N=9)	Medical Manpwr Job (N=7)	Medical Mobility Job (N=5)	Inpatient Records Job (N=5)
EXPRESSED JOB INTEREST:						
INTERESTING	76	82	78	86	67	80
SO-SO	18	12	11	14	33	0
DULL	6	6	11	0	0	20
PERCEIVED UTILIZATION OF TALENTS:						
FAIRLY WELL TO PERFECTLY	88	77	67	100	67	80
LITTLE OR NOT AT ALL	12	23	33	0	33	20
PERCEIVED UTILIZATION OF TRAINING:						
FAIRLY WELL TO PERFECTLY	100	77	66	100	33	80
LITTLE OR NOT AT ALL	0	23	34	0	67	20
SENSE OF ACCOMPLISHMENT GAINED FROM WORK:						
SATISFIED	76	64	78	86	34	60
NEUTRAL	12	24	0	14	33	20
DISSATISFIED	12	12	22	0	33	20
REENLISTMENT INTENTIONS:						
YES, OR PROBABLY YES	94	18	33	71	67	40
NO, OR PROBABLY NO	6	53	11	29	33	60
WILL RETIRE	0	29	56	0	0	0

IMPLICATIONS

This survey was initiated to provide current job and task data for use in evaluating the AFMAN 36-2108 *Specialty Description* and appropriate training documents.

Survey results indicate that the present classification structure, as described in the latest specialty description, accurately portrays the jobs performed. The areas that the specialty description does not mention are mobility and air evacuation tasks.

Even though there are some items in the STS and POI that require some review, the data overall supports these two training documents.

Job satisfaction is much lower for first-enlistment airmen when compared to like medical career ladders, but re-enlistment intentions are rated higher. There was little difference in job satisfaction across all TAFMS groups from the previous survey.

APPENDIX A

SELECTED REPRESENTATIVE TASKS PERFORMED
BY SPECIALTY JOB GROUPS

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TABLE A1

OUTPATIENT RECORDS CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=348)
A0006	File forms in outpatient records	98
A0005	File paperwork using medical record chargeout guides	95
A0008	File or charge out outpatient records, other than for mobility processing	95
A0026	Search for misplaced outpatient records	93
A0004	Create outpatient records for new patients	89
A0007	File or charge out outpatient records for mobility processing	84
A0022	Retire outpatient records	70
A0017	Pick up outpatient records from physicians or clinics to return to files	68
A0016	Perform annual inventories of outpatient records	67
A0018	Prepare outpatient records for transfer within MTFs	67
A0020	Research incomplete patient identification information	66
A0015	Perform quality control checks of outpatient records	66
A0027	Transfer medical records or documents to other agencies	66
A0025	Search worldwide locators for patient locations or forward paperwork to appropriate agencies	60
A0024	Screen incoming or outgoing outpatient records	59
A0001	Annotate sensitivity information on outpatient record folders	57
A0009	Forward appointment sheets or outpatient records to clinics	55
A0021	Research, extract, or secure information from medical records	52
A0019	Prepare requested outpatient records for other agencies	51
A0012	Monitor suspenses for charged out outpatient records	47
A0011	Identify records of sensitive duties program (SDP) personnel	26
N0459	Conduct on-the-job training (OJT)	21
P0544	Maintain administrative files	18
O0531	Maintain training records or files	15

A1

TABLE A2

SUPERVISORY CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=213)
N0465	Counsel subordinates concerning personal matters	88
N0467	Determine or establish work assignments or priorities	86
N0462	Conduct supervisory performance feedback sessions	85
N0508	Write recommendations for awards or decorations	85
N0459	Conduct on-the-job training (OJT)	82
N0493	Interpret policies, directives, or procedures for subordinates	81
N0479	Establish performance standards for subordinates	80
N0507	Write or indorse military performance reports	79
N0484	Evaluate personnel for compliance with performance standards	79
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	78
N0464	Conduct supervisory orientations for newly assigned personnel	78
N0504	Write job or position descriptions	71
N0460	Conduct self-inspections or self-assessments	70
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	69
P0544	Maintain administrative files	69
N0474	Develop or establish work schedules	69
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	68
O0531	Maintain training records or files	67
N0501	Schedule personnel for TDY assignments, leaves, or passes	67
N0492	Inspect personnel for compliance with military standards	63
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	63
N0473	Develop or establish work methods or procedures	61
N0502	Schedule personnel to meet recognition boards or promotion boards	60
N0497	Respond to patient concerns, complaints, or questionnaires	58
N0456	Assign personnel to work areas or duty positions	57
N0495	Notify personnel of appointments for miscellaneous testing or medical examinations	57
N0489	Initiate personnel action requests	56
N0468	Develop organizational or functional charts	55
N0482	Evaluate inspection report findings or inspection procedures	55
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	54
N0490	Initiate actions required due to substandard performance of personnel	53
N0470	Develop self-inspection or self-assessment program checklists	52
N0463	Conduct safety inspections of equipment or facilities	50
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	49
N0500	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	49
P0549	Write minutes of briefings, conferences, or meetings	49
O0524	Evaluate progress of trainees	48
O0512	Brief personnel concerning training programs or matters	48
N0475	Draft budget requirements	48

A2

TABLE A3

MEDICAL INFORMATION SYSTEMS JOB

TASKS		PERCENT MEMBERS PERFORMING (N=155)
H0187	Load computer systems software releases or updates	99
H0202	Perform software loads	97
H0186	Install computer systems	97
H0217	Troubleshoot software problems	95
H0215	Troubleshoot computer hardware problems	95
H0218	Update system configurations, such as logons or printers	93
H0206	Remove or replace computer systems components or accessories	93
H0219	Update system information, such as system users or passwords	92
H0203	Perform system shutdown or startup procedures	91
H0209	Restart single users after workstation hang-ups	89
H0210	Restore software	88
H0188	Maintain computer systems accounts	87
H0176	Change computer systems configurations	87
H0216	Troubleshoot network resource problems	86
H0190	Monitor computer systems performance	84
H0201	Perform preventive maintenance on computer hardware	81
H0189	Maintain local area network (LAN) systems	78
H0199	Perform computer systems network maintenance	77
H0214	Troubleshoot communications problems	76
H0192	Monitor utilization of computer resources	73
H0182	Develop backup recovery procedures for computer systems	70
H0179	Coordinate equipment turn-in and transport to Defense Reutilization Marketing Office (DRMO)	69
H0198	Perform archives or backups of multi-user systems	68
H0185	Initiate requests for computers	68
H0200	Perform full-volume backups or restores	65
H0212	Run utilities, such as editor	65
H0191	Monitor software license agreements	64
H0213	Schedule computer training classes	60

TABLE A4

ADMISSIONS AND DISPOSITIONS CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=60)
B0028	Admit or discharge patients	100
B0033	Create embossed patient identification cards	98
B0034	Educate patients on advanced medical directives	93
B0050	Prepare or distribute admissions and dispositions (A&D) reports	85
B0043	Notify units concerning admissions of members to hospital	85
B0029	Collect information for notifications of next of kin in event of patient deaths	83
B0038	Monitor active-duty patients in civilian facilities	78
B0048	Prepare medical identification cards or bands for patients	77
B0047	Prepare death certificates, other than fetal	77
B0044	Obtain approval signatures for autopsies	75
B0041	Notify higher headquarters, other than HQ USAF, concerning admissions of O-6 or key staff personnel	73
B0040	Notify Departments of Army or Navy concerning admissions of Army, Navy, or Marine personnel	70
B0042	Notify HQ USAF concerning admissions of O-6 and above or presidential appointees	68
B0036	Maintain register patients	65
B0039	Notify appropriate agencies of seriously ill, very seriously ill, or incapacitated personnel	65
B0037	Maintain rosters of persons seriously ill, very seriously ill, or incapacitated	63
B0031	Coordinate incoming or outgoing patients with other hospital sections	53
B0056	Update current bed status	52
B0052	Process requests for release of medical information, such as Freedom of Information Act requests	45
G0157	Initiate on-ward admissions of patients	42
B0032	Coordinate assignment of patients to wards with other hospital offices	40
E0103	Determine patient eligibility for medical care	35

A4

TABLE A5

AEROMEDICAL EVACUATION CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=59)
K0325	File air evacuation mission documents	86
K0338	Perform antihijacking or search procedures for outgoing air evacuation patients, attendants, or baggage	85
K0323	Coordinate special handling of urgent or priority patients with appropriate agencies	85
K0326	Initiate and update Defense Medical Reporting Information System (DMRIS) patient files through GPMRC	83
K0312	Brief departing air evacuation patients	83
K0327	Inventory baggage or equipment of air evacuation patients	83
K0321	Coordinate patient or attendant movement with Aeromedical Evacuation Coordination Center (AECC)	80
K0313	Brief medical crew directors or other attendants at on-load or off-load points	78
K0314	Confirm final or interim destinations of air evacuation patients	78
K0329	Load or unload baggage or equipment	75
K0311	Assemble patient records, medical supplies, or equipment for air evacuations	75
K0320	Coordinate patient hospital designations with GPMRC	73
K0352	Prepare aircraft patient baggage records	71
K0336	Obtain flight surgeon approval for air evacuations	69
K0316	Contact MTFs on changes or problems affecting patient transfers	68
K0347	Prepare air evacuation mission records	66
K0360	Schedule transportation for air evacuation patients from hospitals to flightlines	66
K0322	Coordinate arrivals of incoming air evacuation patients with accepting physicians	66
K0319	Coordinate order processing for patient transfers and attendants	64
K0324	Direct patient loadings or unloadings	63
K0317	Contact hospitals to update mission loads and times	63
K0351	Prepare patient manifests	61
K0331	Manifest patients to be moved from hospitals	59
K0332	Notify command posts of aircraft arrival or departure times	58
K0343	Perform quality control checks on ongoing or completed mission documents	56
K0348	Prepare manifest cover sheets	56
K0337	Order meals for air evacuation patients or attendants	56
K0353	Process requests for invited medical personnel to fly on air evacuation missions	54
K0364	Store baggage for incoming or outgoing air evacuation patients	54
K0355	Research air evacuation patient complaints, problems, or inquiries	54
K0358	Research or transcribe disease or surgical coding procedures from International Classification of Diseases (ICD-9-CM)	53
K0318	Coordinate medical or nonmedical tenet requirements	49
K0350	Prepare mission tracking and documentation, such as itineraries or patient requirements	47
K0361	Send patient manifests to ASFs or aeromedical evacuation detachments	46
K0345	Position vehicles for offloading patients or equipment	46
K0310	Analyze or compile data on patient discrepancies occurring during air evacuation missions	44
G0150	Coordinate patient air evacuations with aeromedical evacuation	42

TABLE A6

MEDICAL READINESS JOB

TASKS		PERCENT MEMBERS PERFORMING (N=54)
M0438	Brief personnel concerning disaster preparedness and wartime missions	96
M0442	Develop medical readiness or unit recall rosters	91
M0437	Assign personnel to mobility or contingency positions	89
M0416	Inspect mobility bags or kits	89
M0440	Coordinate medical readiness exercises with affected base or civilian agencies	89
M0418	Inventory medical readiness equipment	87
M0441	Destroy classified materials or documents	87
M0399	Brief deploying personnel	83
M0443	Develop medical readiness plans or annexes	81
M0446	Evaluate effectiveness of implemented medical readiness plans	80
M0400	Communicate with battle staff or crisis action team representatives	80
M0451	Compile data for medical readiness (MEDRED) reports or situation reports (SITREPs)	80
M0422	Maintain disaster preparedness checklists	78
M0445	Establish or maintain accountability records for classified materials or documents	78
M0450	Plan actual or simulated emergency evacuations of patients to alternate medical facilities	78
M0415	Draft or write mobility or deployment after-action reports	76
M0449	Maintain or update classified medical readiness plans	76
M0407	Coordinate mobility or contingency requirements with appropriate agencies	74
M0414	Don or doff chemical warfare personal protective clothing	74
M0452	Prepare or submit MEDRED reports or SITREPs	74
M0448	Inventory classified materials or documents	72
M0444	Direct administrative or logistics support of medical readiness or unit disaster preparedness teams	70
M0401	Communicate with initial response teams	70
M0439	Conduct task qualification training	69
M0413	Develop mobility inspection checklists	67
M0433	Request or distribute mobility requirements documents	67
P0549	Write minutes of briefings, conferences, or meetings	65
N0499	Review mobility, contingency, disaster preparedness, or unit emergency or alert plans	65
M0447	Initiate classified reports, messages, or documents	65
M0406	Coordinate exercise sourcing requirements with functional managers	63
N0471	Develop inputs to mobility, contingency, disaster preparedness, or unit emergency or alert plans	61
M0420	Maintain accountability of personnel selected to fill OPLAN requirements	59
M0435	Set up or tear down tents	57
P0544	Maintain administrative files	57
M0411	Determine specific source of personnel requirements for deployment manning documents	54
M0421	Maintain base OPLAN files	52
O0512	Brief personnel concerning training programs or matters	43

TABLE A7

SQUADRON ADMINISTRATION CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=46)
F0127	Inprocess or outprocess squadron personnel	91
F0135	Manage mail distribution	87
F0128	Input PC III updates	87
F0134	Maintain or review personal information files (PIFs)	87
F0117	Assist squadron personnel in updating personal information using Personnel Concept III (PC III) computers	85
F0116	Assign leave authorization numbers	78
F0118	Conduct body fat testing	72
F0120	Conduct individualized newcomer treatment and orientation (INTRO) programs	63
F0126	Coordinate personnel actions with MPFs concerning assigned personnel	59
F0124	Coordinate commanders' calls with appropriate agencies	57
F0133	Maintain rosters on status of personnel, such as TDY, convalescent leave, or medical requirements	54
F0121	Conduct recognition ceremonies	54
F0122	Monitor personnel in weight control programs	50
F0130	Issue or control weighted airman promotion system (WAPS) study materials	50
F0137	Monitor awards and decorations programs	46
F0138	Monitor enlisted evaluation system (EES) or officer performance report (OPR) programs	43
P0544	Maintain administrative files	41
F0119	Conduct ergometric cycle testing	41
F0131	Maintain monthly promotion rosters	41
F0141	Monitor unfavorable information file (UIF) or control roster actions	39
F0132	Maintain publications libraries	37
F0129	Issue or control subsistence in kind (SIK)	37
F0145	Prepare or process administrative orders	35
F0125	Coordinate legal actions being taken against assigned personnel with legal office, unit commander, and first sergeant	35
F0142	Perform customer account representative (CAR) duties	30
F0146	Review UIFs of assigned personnel	30
F0136	Manage or maintain subsistence programs	30
F0147	Type administrative or disciplinary paperwork for personnel, such as letters of reprimand (LORs)	28

TRAINING CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=38)
O0531	Maintain training records or files	89
O0518	Develop training programs, plans, or procedures	84
O0524	Evaluate progress of trainees	84
O0512	Brief personnel concerning training programs or matters	82
O0515	Counsel trainees on training progress	82
O0520	Develop or procure training materials or aids	76
N0459	Conduct on-the-job training (OJT)	68
O0514	Conduct formal course classroom training	66
O0523	Evaluate effectiveness of training programs, plans, or procedures	66
O0527	Personalize lesson plans	61
N0467	Determine or establish work assignments or priorities	61
O0521	Establish or maintain study reference files	58
N0484	Evaluate personnel for compliance with performance standards	58
O0519	Develop written tests	58
N0465	Counsel subordinates concerning personal matters	58
N0462	Conduct supervisory performance feedback sessions	55
O0525	Inspect training materials or aids for operation or suitability	53
N0485	Evaluate personnel for promotion, demotion, reclassification, or special awards	53
O0511	Administer or score tests	50
N0492	Inspect personnel for compliance with military standards	50
N0493	Interpret policies, directives, or procedures for subordinates	50
O0510	Administer or practice cardiopulmonary resuscitation (CPR)	50
O0522	Evaluate training methods or techniques of instructors	47
P0549	Write minutes of briefings, conferences, or meetings	47
J0300	Implement changes in training requirements	47
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	42
P0544	Maintain administrative files	42
N0460	Conduct self-inspections or self-assessments	42
O0517	Develop formal course curricula, plans of instruction (POIs), or STSs	39
F0128	Input PC III updates	39
N0474	Develop or establish work schedules	39
N0473	Develop or establish work methods or procedures	39
O0513	Complete student entry, update, or withdrawal forms	34
O0529	Prepare job qualification standards (JQSs)	34
J0304	Review medical or dental specialty training standards (STSs)	26

TABLE A9

MEDICAL EVALUATIONS BOARD CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=25)
C0062	Compile and review case files of individuals meeting MEBs	100
C0066	Counsel personnel meeting medical boards on rights and benefits	96
C0061	Compile separation or retirement information on personnel meeting MEBs	96
C0060	Brief hospital personnel on medical evaluation boards (MEBs) or physical evaluation boards (PEBs)	96
C0063	Coordinate medical-hold requests for patients awaiting MEB actions with physicians or appropriate hospital offices	96
C0068	Notify commanders and MPFs of MEB results	92
C0072	Schedule MEBs	88
C0069	Obtain personnel and medical records of patients meeting MEBs	88
C0070	Perform MEB recorder duties	84
C0074	Schedule personnel to meet PEBs	76
C0064	Coordinate temporary duty (TDY) orders for personnel meeting medical boards with member unit, resource office, finance office, and travel member unit	76
C0065	Counsel next of kin on rights and benefits of incompetent personnel meeting MEBs	76
C0073	Schedule personnel for evaluation by specialty clinics	68
C0067	Monitor temporary disability retired list (TDRL) cases	68
C0075	Transfer results of Tri-Service MEBs to appropriate branch of armed services	68
A0008	File or charge out outpatient records, other than for mobility processing	68
A0006	File forms in outpatient records	52
N0507	Write or indorse military performance reports	40
E0108	Monitor or maintain line-of-duty (LOD) determinations	36
P0535	Coordinate or schedule patient appointments through CHCS	32
O0531	Maintain training records or files	32

TABLE A10

ALTERNATE CARE CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=23)
I0284	Verify civilian medical costs incurred by active-duty military members	100
I0283	Verify civilian medical claims for requested services	96
I0281	Suspense or follow up unpaid bills	78
I0250	Identify problems with incorrect payments for medical services	78
I0278	Research or validate authorizations for claims submitted for medical services rendered	74
I0251	Initiate corrective actions to reprocess claims	65
I0225	Certify, validate, or authorize payments for alternative care requests	52
I0240	Coordinate services rendered under alternative supplemental care between civilian health care facility managers and civilian specialist managers	48
I0285	Verify categories of pay patients	48
I0226	Collect payments for treatment provided	43
I0254	Maintain accounts receivable	39
D0101	Verify which civilian medical facilities provide alternative care	39
E0103	Determine patient eligibility for medical care	39
I0277	Provide monthly statistical reports to higher headquarters	39
I0249	Identify bad debts	39
I0245	Deposit monies collected	35
I0228	Compare hospital expenditures with accounting and finance office (AFO) reports	26
I0274	Prepare, process, or audit worldwide workload reports	26
I0256	Maintain documented procedures for collection and disposition of other health insurances	26
I0224	Certify TDY funds availability	22
E0104	Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	22
D0077	Assist beneficiaries in completing claims or appeals	13

TABLE A11

GENERAL ADMINISTRATION CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=23)
P0544	Maintain administrative files	96
P0549	Write minutes of briefings, conferences, or meetings	79
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	68
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	54
P0545	Maintain or update status indicators, such as boards, graphs, or charts	39
P0542	Initiate requisitions for equipment, tools, parts, or supplies, other than computers	36
F0135	Manage mail distribution	29
P0540	Initiate or maintain standby rosters or workcenter pyramid recall rosters	25
P0543	Inventory equipment, tools, parts, or supplies, other than for medical readiness or air evacuation	18
N0458	Conduct general meetings, such as staff meetings, briefings, conferences, or workshops	18
F0134	Maintain or review personal information files (PIFs)	14
P0541	Initiate requests for official military orders	14
P0537	Identify and report equipment or supply problems	14
P0535	Coordinate or schedule patient appointments through CHCS	11
P0546	Monitor memoranda of understanding (MOUs)	11
N0454	Analyze data from patient concerns, complaints, or questionnaires	11
N0478	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	11
N0453	Access patient advocate or customer service representatives	11
I0270	Prepare statistical reports, analyses, or evaluations of MEPRS for medical or dental activities	7
F0133	Maintain rosters on status of personnel, such as TDY, convalescent leave, or medical requirements	7

TABLE A12

ACCOUNTING CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=18)
I0281	Suspense or follow up unpaid bills	78
I0250	Identify problems with incorrect payments for medical services	72
B0030	Collect patient valuables	72
I0226	Collect payments for treatment provided	67
I0255	Maintain change funds	61
I0254	Maintain accounts receivable	61
I0249	Identify bad debts	56
I0282	Transfer uncollectable accounts to AFOs	56
I0245	Deposit monies collected	50
I0242	Coordinate accounts payable or receivable between third-party collection (TPC) and medical service account (MSA) representatives	50
I0251	Initiate corrective actions to reprocess claims	50
I0257	Make entries in cash collection journals	44
I0278	Research or validate authorizations for claims submitted for medical services rendered	39
I0253	Issue or number controlled forms	39
I0256	Maintain documented procedures for collection and disposition of other health insurances	33
I0246	Develop procedures to collect, audit, and reconcile funds	28
G0159	Inventory patient valuables	28
I0227	Compare dining hall expenditures against monies earned	22
I0252	Initiate TPC training programs	22
I0236	Confirm total inpatient chargeable days with A&D reports	17
I0248	Establish accounts receivable ledgers	17
K0344	Place patient valuables in secure areas	11
E0103	Determine patient eligibility for medical care	11
P0548	Prepare administrative or classified materials or documents for mailing, transporting, or issue	11
D0077	Assist beneficiaries in completing claims or appeals	6

TABLE A13

RESOURCE MANAGEMENT CLUSTER

TASKS		PERCENT MEMBERS PERFORMING (N=17)
I0270	Prepare statistical reports, analyses, or evaluations of MEPRS for medical or dental activities	100
I0277	Provide monthly statistical reports to higher headquarters	94
I0274	Prepare, process, or audit worldwide workload reports	76
I0273	Prepare or review MEPRS	76
I0262	Monitor medical expense and performance reporting system (MEPRS) programs	71
I0230	Compile daily inpatient or outpatient workload statistics	59
I0235	Conduct studies to develop workload factors and statistical indicators	41
I0271	Prepare or review account subset definitions (ASDs)	41
P0544	Maintain administrative files	35
I0221	Apply workload standards against actual productivity	29
D0090	Prepare market analyses	29
P0545	Maintain or update status indicators, such as boards, graphs, or charts	29
N0484	Evaluate personnel for compliance with performance standards	29
H0181	Create or distribute specialized computer-generated reports	24
J0298	Distribute reports to appropriate agencies	24
N0459	Conduct on-the-job training (OJT)	24
N0479	Establish performance standards for subordinates	24
D0080	Collect and analyze data for contract effectiveness	18
I0267	Prepare management analyses, such as composite work units	18
N0503	Write inspection reports	12
I0233	Conduct operational audit studies	12
N0461	Conduct staff assistance visits	12
E0104	Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	6

TABLE A14

MANAGED CARE JOB

TASKS		PERCENT MEMBERS PERFORMING (N=17)
D0084	Coordinate and monitor medical consults with other medical facilities	100
D0082	Coordinate referral actions with referral nurses, patients, or providers	100
D0098	Transmit medical consults to other medical facilities	88
D0087	Input referral tracking information in computer systems	88
D0097	Screen incoming referrals for correct patient identification and clinical information	82
D0094	Research referrals	82
D0096	Schedule patient follow-up treatments with other medical facilities	71
E0103	Determine patient eligibility for medical care	71
D0079	Brief appeals process to beneficiaries or providers	65
D0085	Coordinate transfers of patients with other medical facilities	59
D0081	Conduct managed care health benefits briefings	59
D0077	Assist beneficiaries in completing claims or appeals	59
D0101	Verify which civilian medical facilities provide alternative care	53
E0104	Investigate Defense Eligibility and Enrollment Reporting System (DEERS) discrepancies, such as patient identification information	53
D0076	Act as liaison among contractors, medical treatment facilities (MTFs), and lead agents	53
D0088	Investigate primary care manager (PCM) assignment discrepancies	41
D0086	Develop marketing materials	35
D0083	Coordinate special case management with appropriate agencies	35
D0089	Monitor TRICARE enrollment	29
D0099	Troubleshoot enrollment discrepancies	29
D0093	Receive or research primary care provider changes	24
I0284	Verify civilian medical costs incurred by active-duty military members	24
E0106	Monitor or maintain elective surgery requirements	24
B0038	Monitor active-duty patients in civilian facilities	24
B0031	Coordinate incoming or outgoing patients with other hospital sections	12

TABLE A15

FACILITIES MANAGEMENT JOB

TASKS		PERCENT MEMBERS PERFORMING (N=9)
L0388	Maintain status logs on approved work requests	100
N0466	Determine or establish logistics requirements, such as personnel, equipment, tools, parts, supplies, or workspace	100
N0463	Conduct safety inspections of equipment or facilities	89
N0483	Evaluate job hazards or compliance with Air Force Occupational Safety and Health (AFOSH) program	89
L0389	Manage facility key control programs	89
L0379	Coordinate service calls with facility managers	89
L0384	Follow up service calls for completed work	89
L0387	Maintain logs of service or minor construction requests	89
L0377	Coordinate maintenance of facilities with appropriate agencies	78
L0383	Evaluate maintenance or repair requests received from workcenters	78
L0374	Coordinate or direct grounds maintenance of medical activities with civil engineering, environmental health, contracting office, and detail airmen	78
L0386	Inspect in-progress work of in-house or contractor personnel	78
P0542	Initiate requisitions for equipment, tools, parts, or supplies, other than computers	78
P0538	Identify and report suspected security compromises	78
N0459	Conduct on-the-job training (OJT)	78
L0372	Conduct security inspections for work facilities	78
N0467	Determine or establish work assignments or priorities	78
N0460	Conduct self-inspections or self-assessments	78
O0512	Brief personnel concerning training programs or matters	78
N0470	Develop self-inspection or self-assessment program checklists	78
P0543	Inventory equipment, tools, parts, or supplies, other than for medical readiness or air evacuation	78
N0473	Develop or establish work methods or procedures	78
P0545	Maintain or update status indicators, such as boards, graphs, or charts	78
N0488	Implement safety or security programs	67
N0486	Evaluate maintenance or utilization of equipment, tools, parts, supplies, or workspace	67
L0378	Coordinate project alteration requirements with medical and BCE personnel	67
N0484	Evaluate personnel for compliance with performance standards	67
P0547	Pick up, deliver, or store equipment, tools, parts, or supplies	67
N0499	Review mobility, contingency, disaster preparedness, or unit emergency or alert plans	67
P0534	Coordinate maintenance of equipment with appropriate agencies	67
N0481	Evaluate compliance with Joint Commission on Accreditation of Hospitals Organization (JCAHO) standards	67
P0544	Maintain administrative files	67
O0531	Maintain training records or files	67
L0376	Coordinate custodial service requests with contracting office	67
N0471	Develop inputs to mobility, contingency, disaster preparedness, or unit emergency or alert plans	67
N0482	Evaluate inspection report findings or inspection procedures	67
L0385	Inspect custodial supplied services	56
P0537	Identify and report equipment or supply problems	56

TABLE A16

MEDICAL MANPOWER JOB

TASKS		PERCENT MEMBERS PERFORMING (N=7)
I0280	Review or update unit personnel manning rosters	100
I0279	Review or update unit manning documents	100
J0290	Coordinate manning assistance requests with appropriate agencies	86
I0268	Prepare manpower change requests	86
J0292	Coordinate manpower study reports with appropriate agencies	71
P0544	Maintain administrative files	43
F0128	Input PC III updates	43
N0456	Assign personnel to work areas or duty positions	29
I0269	Prepare recommendations for management actions by commanders	29
I0235	Conduct studies to develop workload factors and statistical indicators	29
I0221	Apply workload standards against actual productivity	29
N0489	Initiate personnel action requests	29
I0278	Research or validate authorizations for claims submitted for medical services rendered	29
J0299	Identify medical or dental personnel to fill staff-level positions	29
I0224	Certify TDY funds availability	29
I0230	Compile daily inpatient or outpatient workload statistics	14
I0223	Audit or forecast budgeting activities for Travel Basic Allowance for Subsistence (TBAS), Partial Basic Allowance for Subsistence (PBAS), or Operations and Maintenance (O&M)	14
F0117	Assist squadron personnel in updating personal information using Personnel Concept III (PC III) computers	14
J0288	Conduct health services management inspections (HSMIs)	14
J0298	Distribute reports to appropriate agencies	14
I0241	Coordinate work measurement studies with manpower engineering teams	14
I0267	Prepare management analyses, such as composite work units	14
I0274	Prepare, process, or audit worldwide workload reports	14
I0277	Provide monthly statistical reports to higher headquarters	14

TABLE A17

MEDICAL MOBILITY JOB

TASKS		PERCENT MEMBERS PERFORMING (N=5)
M0428	Perform patient carries using hand or litter methods	100
M0419	Load or unload patients on patient transportation vehicles	100
M0435	Set up or tear down tents	100
M0429	Perform or set up site security	100
M0434	Set up or tear down shelters	80
M0425	Perform camouflage procedures	60
M0414	Don or doff chemical warfare personal protective clothing	60
M0452	Prepare or submit MEDRED reports or SITREPs	60
P0549	Write minutes of briefings, conferences, or meetings	40
M0427	Perform pallet buildup activities	40
M0450	Plan actual or simulated emergency evacuations of patients to alternate medical facilities	40
M0430	Process classified materials or documents at deployed locations	40
O0520	Develop or procure training materials or aids	40
O0521	Establish or maintain study reference files	40
M0451	Compile data for medical readiness (MEDRED) reports or situation reports (SITREPs)	40
M0436	Tear down, inspect, clean, and reassemble weapons, such as M-16 rifles	40
M0447	Initiate classified reports, messages, or documents	20
M0442	Develop medical readiness or unit recall rosters	20
M0449	Maintain or update classified medical readiness plans	20
M0445	Establish or maintain accountability records for classified materials or documents	20
O0522	Evaluate training methods or techniques of instructors	20
O0527	Personalize lesson plans	20
O0517	Develop formal course curricula, plans of instruction (POIs), or STSs	20
M0398	Assist with identification of patients under field conditions	20
M0397	Assemble or disassemble operating room (OR) equipment, instruments, or supplies for air transportable hospitals (ATHs)	20
M0417	Inspect packed or palletized medical supplies or equipment or mobility or contingency equipment prior to transport	20

TABLE A18

INPATIENT RECORDS JOB

TASKS		PERCENT MEMBERS PERFORMING (N=5)
G0172	Review inpatient records for completeness upon disposition of patients	100
G0171	Retire inpatient records	100
G0155	File medical paperwork in inpatient records sections	80
G0152	Coordinate completion of inpatient records with physicians or nursing staffs	60
A0010	Forward medical documents to resource management offices for billing	60
G0174	Verify diagnosis or surgical procedure codes	40
G0167	Perform audits of inpatient records	40
G0148	Affix patient information to inpatient documentation	40
G0170	Retire fetal monitor strips	40
A0002	Assign current procedural terminology to outpatient procedures	20
B0052	Process requests for release of medical information, such as Freedom of Information Act requests	20
G0161	Maintain files of inpatient record cover sheets by register number	20
G0164	Maintain master index files	20
G0163	Maintain inpatient records index files	20
N0499	Review mobility, contingency, disaster preparedness, or unit emergency or alert plans	20
N0459	Conduct on-the-job training (OJT)	20
K0358	Research or transcribe disease or surgical coding procedures from International Classification of Diseases (ICD-9-CM)	20
H0217	Troubleshoot software problems	20
H0215	Troubleshoot computer hardware problems	20
G0168	Prepare inpatient records for audits	20
H0218	Update system configurations, such as logons or printers	20
G0151	Coordinate patient diagnostic or consultation treatment forms with other hospital offices	20
A0005	File paperwork using medical record chargeout guides	20
B0033	Create embossed patient identification cards	20
B0048	Prepare medical identification cards or bands for patients	20
G0154	File fetal monitor strips	20
H0190	Monitor computer systems performance	20